STATE OF INDIANA

INDIANA UTILITY REGULATORY COMMISSION

FILED

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INDIANA UTILITY REGULATORY COMMISSION

In the Matter of the Petition of Indiana Bell Telephone Company, Incorporated d/b/a Ameritech Indiana Pursuant to I.C. 8-1-2-61 For a Three Phase Process For Commission Review of Various Submissions of Ameritech Indiana to Show Compliance with Section 271(c) of The Telecommunications Act of 1996	)	Cause No. 41657

JOINT PETITION TO ADOPT BASELINE PERFORMANCE MEASURES

Comes now Indiana Bell Telephone Company, Incorporated d/b/a Ameritech Indiana ("Ameritech Indiana"), AT&T Communications of Indiana, Inc. ("AT&T"), McLeodUSA Telecommunications Services, Inc. ("McLeodUSA")**, Rhythms Links, Inc. ("Rhythms"), Sprint Communications Company L.P., United Telephone Company of Indiana, Inc. d/b/a Sprint ("Sprint"), Time Warner Telecom ("Time Warner"), Worldcom**, Z-TEL Communications, Inc. ("Z-TEL") and The Indiana Office of Utility Consumer Counselor ("OUCC") ("Joint Petitioners"), by counsel, and submit this Joint Petition to Adopt Baseline Performance Measures ("Joint Petition") including Attachment A, to the Indiana Utility Regulatory Commission ("Commission"), for approval. In support of this Joint Petition, Joint Petitioners' state as follows.

1. On December 22, 1999, many of the same parties filed an Interim Stipulation and Joint Partial Settlement Agreement ("Interim Stipulation") with the Commission in Cause No. 41324 concerning Ameritech Indiana's OSS performance measures and reporting procedures.

**Signature pages had not been received at the time of filing.

On February 16, 2000, the Commission issued an Interim Order approving the Interim Stipulation in Cause No. 41324.

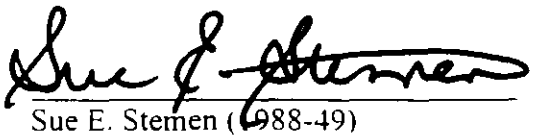
2. On July 10, 2000, the Presiding Officers in Cause No. 41324 issued a docket entry finding that OSS performance measures and other unresolved OSS issues applicable to Ameritech Indiana should be considered in this proceeding. The Joint Petitioners have participated in numerous collaboratives, both in Indiana and other Ameritech states (with the exception of the OUCC), and have discussed OSS performance measures. Attachment A, the Ameritech Indiana Performance Measurement Business Rules, represents the OSS performance measures that have been resolved and agreed to by the Joint Petitioners. Attachment B, The Performance Measure Change Management Plan, represents the method by which notification of changes will be communicated by Ameritech to the CLECs. Joint Petitioners respectfully request that the Commission adopt Attachment A as the OSS performance measures for Ameritech Indiana and replace the OSS performance measures approved in the Interim Stipulation with those in Attachment A and adopt the following procedures for reviewing and updating those performance measures.

3. The Joint Petitioners have also discussed how to proceed with periodically reviewing and updating the OSS performance measures in Attachment A. The Joint Petitioners have agreed to hold a regional status conference on a semi-annual basis, in those quarters where a formal six-month review is not scheduled, hereafter to discuss the status of implementation efforts for these performance measures and other performance related issues. Joint Petitioners plan to hold the first such meeting in March 2001 to hear Ameritech's status report on the OSS performance measures and have agreed to discuss other outstanding issues such as establishing additional OSS performance measures for Broadband Service Product (Project Pronto) and

Cooperative Maintenance Testing. If agreement is reached on the cooperative maintenance testing performance measure, Ameritech Indiana will implement this measure on an expedited basis. The Joint Petitioners have agreed to meet in June for the first six-month review. The six-month review meetings are to be held on a regional basis and the locations will rotate throughout the Ameritech region and will be accessible by teleconference. At the six-month review meetings, the Joint Petitioners may discuss any and all of the OSS performance measurements and determine if any modifications are necessary and determine if any new OSS performance measures should be added or old measures deleted. Commission Staffs from each state and the OUCC will be encouraged to participate in both six-month and quarterly meetings.

WHEREFORE, the Joint Petitioners respectfully request that the Commission adopt the OSS performance measures in Attachment A to supercede and replace the previously approved Interim Stipulation as to Ameritech Indiana, to encourage the Joint Petitioners, OUCCand Commission Staff to participate in the quarterly meetings and six month reviews, and for all other relief proper in the premises.

Respectfully submitted,



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AT&T Communications of Indiana, Inc.
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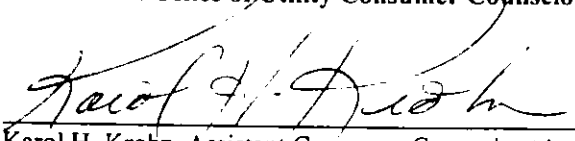
Cause No. 41657

Joint Petition to Adopt Baseline Performance Measures

The Indiana Office of Utility Consumer Counselor

By: 

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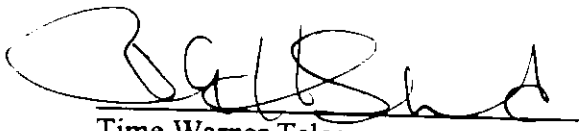

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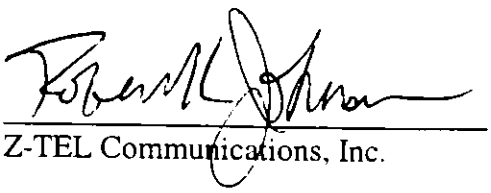
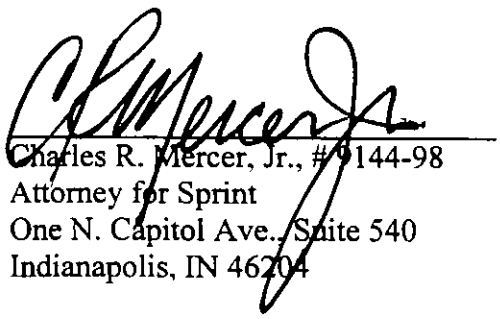


Z-TEL Communications, Inc.



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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served upon the following this 27th day of December, 2000.

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Attachment A

Indiana

measure #	Measure Name	Report Structure
Pre-Ordering / Ordering		
1	Average Response Time For OSS Pre-Order Interfaces	S
1.2	Accuracy of Actual Loop Makeup Information Provided for DSL Orders	S
2	Percent Responses Received within "X" seconds – OSS Interfaces	S
3	EASE Average Response Time	NR
4	OSS Interface Availability	S
5	Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours	S
5.1	Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours for XDSL	S
5.2	Percentage of Unsolicited FOCs by Reason Code	S
6	Average Time To Return FOC	S
6.1	Average Time to Return DSL FOCs	S
7	Percent Mechanized Completions Returned Within One Hour of Completion in Ordering System	S
7.1	Percent Mechanized Completions Returned Within One Day Of Work Completion	S
8	Average Time to Return Mechanized Completions	S
9	Percent Rejects	S
10	Percent Mechanized Rejects Returned within 1 hour of receipt of reject in Mor	S
10.1	Percent Mechanized Rejects Returned within One Hour of receipt of Order	S
10.2	Percent Manual Rejects Received Electronically and Returned Within Five Hours	S
10.3	Percent Manual Rejects Received Manually and Returned Within Five Hours	S
11	Mean Time to Return Mechanized Rejects	S
11.1	Mean Time to Return Manual Rejects that are Received via an Interface	S
11.2	Mean Time to Return Manual Rejects that are Received thru the Manual Process	S
12	Mechanized Provisioning Accuracy	S
13	Order Process Percent Flow Through	S
13.1	Total Order Process Percent Flow Through	S
Billing		
14	Billing Accuracy	CO
15	Percent of Accurate and Complete Formatted Mechanized Bills	S
16	Percent of Usage Records Transmitted Correctly	S
17	Billing Completeness	S
18	Billing Timeliness (Wholesale Bill)	S
19	Daily Usage Feed Timeliness	CO
20	Unbillable Usage	CO
Miscellaneous Administrative		
21	Local Service Center (LSC) Average Speed of Answer	CO
21.1	Average Time Placed on Hold at LSC	CO
22	Local Service Center (LSC) Grade Of Service (GOS)	CO
23	Percent Busy in the Local Service Center (LSC)	CO
24	Local Operations Center (LOC) Average Speed Of Answer	CO
24.1	Average Time Placed on Hold at LOC	CO
25	Local Operations Center (LOC) Grade Of Service (GOS)	CO
26	Percent Busy in the Local Operations Center (LOC)	CO
Provisioning – Resale POTS		
27	Mean Installation Interval	S
28	Percent Installations Completed Within "X" Business Days (POTS)	S

Indiana

measure #	Measure Name	Report Structure
29	Percent Ameritech Caused Missed Due Dates	S
30	Percent Ameritech Missed Due Dates Due To Lack Of Facilities	S
31	Average Delay Days For Missed Due Dates Due To Lack Of Facilities	S
32	Average Delay Days For Ameritech Caused Missed Due Dates	S
33	Percent Ameritech Caused Missed Due Dates > 30 days	S
34	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech	S
34.1	Average Delay Days for Ameritech Caused Canceled Orders –Resale POTS	S
35	Percent Trouble Reports Within 30 Days (I-30) of Installation	S
36	Percent No Access (Service Orders With No Access)	S
Maintenance – Resale POTS		
37	Trouble Report Rate	S
38	Percent Missed Repair Commitments	S
39	Receipt To Clear Duration	S
40	Percent Out Of Service (OOS) < 24 Hours	S
41	Percent Repeat Reports	S
42	Percent No Access (Percent of Trouble Reports with No Access)	S
Provisioning – Resale Specials & UNE Loop And Port Combinations		
43	Average Installation Interval	S
44	Percent Installations Completed Within 20 Calendar Days	S
45	Percent Ameritech Caused Missed Due Dates	S
46	Percent Trouble Reports Within 30 Days (I-30) of Installation	S
47	Percent Ameritech Missed Due Dates Due To Lack Of Facilities	S
48	Average Delay Days for Missed Due Dates Due to Lack Of Facilities	S
49	Average Delay Days For Ameritech Caused Missed Due Dates	S
50	Percent Ameritech Caused Missed Due Dates > 30 days	S
51	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech	S
51.1	Average Delay Days for Ameritech Caused Canceled Orders –Resale Specials	S
Maintenance - Resale Specials & UNE Loop And Port Combinations		
52	Mean Time To Restore	S
53	Percent Repeat Reports	S
54	Failure Frequency	S
Provisioning - Unbundled Network Elements		
55	Average Installation Interval	S
55.1	Average Installation Interval – DSL	S
55.2	Average Installation Interval – LNP with a Loop	S
55.3	Percent xDSL-capable loop orders requiring the removal of load coils and or repeaters.	S
56	Percent Installations Completed Within "X" Days	S
57	Average Response Time for Manual Loop Make-up Information	S
58	Percent Ameritech Caused Missed Due Dates	
59	Percent Trouble Reports within 30 Days of Installation	S
60	Percent Ameritech Missed Due Dates Due To Lack Of Facilities	S
61	Average Delay Days for Missed Due Dates Due To Lack Of Facilities	S
62	Average Delay Days For Ameritech Caused Missed Due Dates	S
63	Percent Ameritech Caused Missed Due Dates > 30 days	S
64	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech	S
64.1	Average Delay Days for Ameritech Caused Canceled Orders – UNE	S

Indiana

measure #	Measure Name	Report Structure
Maintenance - Unbundled Network Elements		
66	Percent Out of Service < 24 Hours	S
68	Percent Repeat Reports	S
Interconnection Trunks		
70	Percentage of Trunk Blockage (Call Blockage)	S
70.1	Trunk Blockage Exclusions	S
70.2	Percent Trunk Blockage (Trunk Groups)	S
71	Common Transport Trunk Blockage	S
72	Distribution Of Common Transport Trunk Groups > 2%	S
73	Percentage Missed Due Dates – Interconnection Trunks	S
74	Average Delay Days For Missed Due Dates – Interconnection Trunks	S
75	Percentage Ameritech Caused Missed Due Dates > 30 Days – Interconnection Trunks	S
76	Average Trunk Restoration Interval – Interconnection Trunks	S
77	Average Trunk Restoration Interval for Service Affecting Trunk Groups	S
78	Average Interconnection Trunk Installation Interval	S
Directory Assistance & Operator Services		
79	Directory Assistance Grade Of Service	S
80	Directory Assistance Average Speed Of Answer	S
81	Operator Services Grade Of Service	S
82	Operator Services Speed Of Answer	S
83	Percentage of Calls Abandoned	S
~~84~~	~~Percentage of Calls Deflected~~	~~S~~
~~85~~	~~Average Work Time~~	~~S~~
~~86~~	~~Non Call Busy Work Volume~~	~~S~~
Interim Number Portability		
87	Percentage Installation Completed Within "X" (3, 7, 10) Days	NR
88	Average INP Installation Interval	NR
89	Percentage INP Only I-Reports Within 30 Days	NR
90	Percentage Missed Due Dates (INP Only)	NR
Local Number Portability		
91	Percent of LNP Due Dates within Industry Guidelines	S
92	Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer	S
93	Percentage of Customer Accounts Restructured by the LNP Due Date	S
94	Percentage FOCs Returned Within "X" Hours	S
94.1	Average Time to Return FOC	S
95	Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes	S
96	Percentage Pre-mature Disconnects for LNP Orders	S
97	Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date	S
98	Percentage Trouble LNP (I-Reports) in 30 Days	S
99	Average Delay Days for Ameritech Missed Due Dates	S
100	Average Time of Out of Service for LNP Conversions	S
101	Percent Out of Service < 60 minutes	S
911		
102	Average Time To Clear Errors	S

Indiana

measure #	Measure Name	Report Structure
103	Percent Accuracy for 911 Database Updates	S
104	Average Time Required to Update 911 Database (Facility Based Providers)	
104.1	The average time it takes to unlock the 911 record	S
Poles, Conduit & Right of Way		
105	Percentage of requests processed within 35 Days	S
106	Average Days Required to Process a Request	S
Collocation		
107	Percent Missed Collocation Due Dates	S
108	Average Delay Days for Ameritech Missed Due Dates	S
109	Percent of Requests Processed Within the Established Timelines	S
Directory Assistance Database		
110	Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs	S
111	Average Update Interval for DA Database for Facility Based CLECs	S
112	Percentage DA Database Accuracy For Manual Updates	S
113	Percentage of Electronic Updates that Flow Through the update process Without Manual Intervention	S
Coordinated Conversions		
114	Percentage of Premature Disconnects (Coordinated Cutovers)	S
114.1	CHC LNP with Loop Provisioning Interval	S
115	Percentage of Ameritech caused delayed Coordinated Cutovers	S
115.1	Percent Provisioning Trouble Reports	S
115.2	Mean Time to Restore – Provisioning Trouble Report (PTR)	S
116	Percentage of Missed Mechanized INP Conversions	NR
NXX		
117	Percent NXXs loaded and tested prior to the LERG effective date	S
118	Average Delay Days for NXX Loading and Testing	S
119	Mean Time to Repair	S
Bona Fide Request Process (BFRs)		
120	Percentage of Requests Processed Within 30 Business Days	S
121	Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days	S
Additional Measures		
MI 1	Percentage of Orders given Jeopardy Notices	S
MI 2	Percentage of Orders given Jeopardy Notices within 24 hours of the Due Date	S
MI 3	Coordinated Conversions Outside of the Interval	S
MI 4	Average Time to Provide a Collocation Arrangement	S
MI 5	Structure Requests Completed Outside of Interval	S
MI 6	**Michigan Specific E911 Measures not Included Here**	NR
MI 7	**Michigan Specific E911 Measures not Included Here**	NR
MI 8	**Michigan Specific E911 Measures not Included Here**	NR
MI 10	Percent Time-Out Transactions	S
MI 11	Average Interface Outage Notification	CO
MI 12	Average Time to Clear Service Order Errors	S
MI 13	Percent Loss Notification w/in 1 Hour of Service Order Completion	S
MI 14	Percent Completion Notifications Returned w/in "x" hours of Completion of Maintenance Trouble Ticket	S

Indiana

measure #	Measure Name	Report Structure
MI 15	Change Management	S
MI 16	Percentage Rejected Query Notices	S
WI 1	Percent No-Access for UNE Loops – Provisioning	S
WI 2	Percent No-Access for UNE Loops – Maintenance	S
WI 9	Percent Facility Modification Orders	S
CLEC WI 1	Average Delay in Original FOC Due Date Due to FMOD delay Notice	S
CLEC WI 4	Accuracy of Processing CLEC Corrections Based on Review of Directory Publishing Information	S
CLEC WI 5	Percent Protectors Not Moved After Technician Visit	S
CLEC WI 6	Percent Form A Received Within the Specified Timeframe (FMOD)	S
CLEC WI 7	Percent Form B, C, D, E Received Within 72 Hours of Form A (FMOD)	S
CLEC WI 8	Percent FOC Returned Within 24 Hours of Form B (FMOD)	S
CLEC WI 9	Percent Form C Quote Returned Within the Specified Interval (FMOD)	S
CLEC WI 11	Percentage of Due Dates Not Met (FMOD)	S
IN-1	Percent Loop Acceptance Testing (LAT) Completed on the Due Date	S

Reference:

CO = Ameritech will be reporting this measure on an Ameritech Company basis, across all five states.

S = Ameritech will be reporting this measure on a state specific basis.

NR = Ameritech is not required to report on this measurement

PERFORMANCE MEASUREMENTS

RESALE POTS, RESALE SPECIALS AND UNES

Pre-Ordering/Ordering

1. Measurement
Average Response Time For OSS Pre-Order Interfaces
Definition:
The average response time in seconds for pre-ordering queries measured from the Ameritech side of the Electronic Commerce Network (ECN).
Exclusions:
• Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's Performance shall not include Service Bureau Provider processing, availability or response time.
Business Rules:
The clock starts on the date/time when the request is received by Ameritech, and the clock stops on the date/time when Ameritech has completed the transmission of the response to the CLEC. The measurement is taken at the SWBT Ameritech side of the ECN (Electronic Commerce Network). This is just inside the Ameritech firewall. Response time is accumulated for each major query type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by Ameritech during the reporting period. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the CLEC web site. (Ameritech will not schedule system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. Monday through Friday)).
Levels of Disaggregation:
• Address Verification. • Request For Telephone Number. • Request For Customer Service Record (CSR). • Service Availability - Offered via the Internet • Service Appointment Scheduling (Due Date) – Reported in "Dispatch Required" as these functions are combined by Ameritech. • Dispatch Required – Ameritech combines "Service Appointment Scheduling" and "Dispatch Required" functions in the "Due Date Selection" query • PIC - Offered via the internet. • Feature Availability • DSL Loop Qualification • NC/NCI Service Availability • CFA Availability

Calculation:	Report Structure:
Σ[(Query Response Date & Time) - (Query Submission Date & Time)] ÷ (Total queries Submitted in Reporting Period)	Reported for CLEC ,all CLECs, and Ameritech Affiliate.

Measurement Type:

Tier 1 – Low
Tier 2 – Medium
For New Functionality (Feature Availability, DSL Loop Qualification, NC/NCI, Service Availability, & CFA Availability) remedies initiate with benchmark agreement.

Benchmark:

Measurement	EDI/Internet	
Address Verification	4.7 seconds	
Request For Telephone Number	4.5 seconds	
Request For Customer Service Record (CSR)	6.6 seconds	
Service Availability	6.6 seconds	
Service Appointment Scheduling (Due Date)	Reported in Dispatch Required	
Dispatch Required	12.6 seconds	
PIC	28.0 seconds	
Feature Availability	To be determined	
DSL Loop Qualification	To be determined	
NC/NCI Service Availability	To be determined	
CFA Availability	To be determined	

1.2 Measurement (New Measure)	
Accuracy of Actual Loop Makeup Information Provided for DSL Orders	
Definition:	
The percent of accurate DSL actual Loop Makeup Information provided to the CLEC.	
Exclusions:	
None	
Business Rules:	
This measurement compares the accuracy of the actual loop makeup information provided to the CLEC with the actual loop makeup as shown by AIT's engineering work confirmation/design layout records (DLR).	
Levels of Disaggregation:	
• DSL actual Loop Makeup Information provided manually • DSL actual Loop Makeup Information provided electronically	
Calculation:	**Report Structure:**
(# of orders for which Loop makeup information provided by AIT is identical to engineering work confirmation/DLR ÷ total actual Loop Makeup Information responses) * 100	Reported on a CLEC, all CLECs, AIT Affiliate basis by interface for EDI, or manually, depending on method of provision of actual loop makeup information.
Measurement Type:	
Tier 1 – Low Tier 2 – Medium	
Benchmark:	
Parity with Ameritech DSL Affiliate Note: This measurement will be developed coincident with the CLECs evaluation of the successful implementation of the SWBT measure and its introduction will not delay the start of OSS 3rd Party testing in the Ameritech Region.	

2. Measurement			
Percent Responses Received within "X" seconds – OSS Interfaces			
Definition:			
The percent of responses completed in "x" seconds for pre-order interfaces by function.			
Exclusions:			
See Measurement No. 1			
Business Rules:			
See Measurement No. 1			
Levels of Disaggregation:			
See Measurement No. 1			
Calculation:		**Report Structure:**	
(# of responses within each time interval ÷ total responses) * 100		Reported for CLEC, all CLECs, and Ameritech Affiliate.	
Measurement Type:			
Tier 1 – Low Tier 2 – Medium For New Functionality (Feature Availability, DSL Loop Qualification, NC/NCI, Service Availability, & CFA Availability) remedies initiate with benchmark agreement.			
Benchmark:			
Measurement		EDI/Internet	
Address Verification		90% in 8.0 seconds 95% in 12.0 seconds	
Request For Telephone Number		90% in 7.0 seconds 95% in 9.5 seconds	
Request For Customer Service Record (CSR)		90% in 8.0 seconds 95% in 13.0 seconds	
Service Availability		90% in 12.0 seconds 95% in 16.0 seconds	
Service Appointment Scheduling (Due Date)		Reported in "Dispatch Required"	
Dispatch Required		90% in 15.0 seconds 95% in 25.0 seconds	

PIC		90% in 39 seconds 95% in 60 seconds	
Feature Availability		0% in 20 seconds 5% in 25 seconds (Selected as an arbitrary timeframe, pending further review)	
DSL Loop Qualification		0% in 20 seconds 5% in 25 seconds (Selected as an arbitrary timeframe, pending further review)	
NC/NCI Service Availability		0% in 20 seconds 5% in 25 seconds (Selected as an arbitrary timeframe, pending further review)	
CFA Availability		0% in 20 seconds 5% in 25 seconds (Selected as an arbitrary timeframe, pending further review)	

3. Measurement	
~~EASE Average Response Time~~	
Definition:	
~~Average screen to screen response from the Ameritech side of the Remote Access Facility (RAF) and return.~~	
Exclusions:	
~~None~~	
Business Rules:	
~~The response time for a query is measured from the point in time when the CLEC customer service agent submits the query for information through a function key option on their keyboard into the OSS until the time when the OSS releases the information to the CLEC customer service agent by unlocking the keyboard for a new transaction. Response time is a combination of Network time, Host time and Fasterm time. Response time is accumulated for each query consistent with the specified reporting dimension, and then divided by the associated total number of queries received by Ameritech during the reporting period.~~	
Levels of Disaggregation:	
~~None~~	
Calculation:	**Report Structure:**
~~Σ[(Query Response Date & Time) - (Query Submission Date & Time)] ÷ (Number of Queries Submitted in Reporting Period)~~	~~Reported for all CLECs and Ameritech by division name (CPU platform).~~
Measurement Type:	
~~Tier 1 - None~~ ~~Tier 2 - None~~	
Benchmark:	
~~Parity~~	
Notes:	
This measure is not technically feasible to implement as Ameritech does not have a system equivalent to EASE.	

4. Measurement
OSS Interface Availability
Definition:
Percent of time OSS interface is available compared to scheduled availability.
Exclusions:
• Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.
Business Rules:
The total "number of hours functionality to be available" is the cumulative number of hours (by date and time on a 24 hour clock) over which Ameritech plans to offer and support CLEC access to Ameritech's operational support systems (OSS) functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the Ameritech interface is capable of accepting or receiving CLEC transactions or data files for processing through the interface and supporting operational support systems (OSS). The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. (Ameritech will not schedule system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. Monday through Friday)). Additional levels of Dissagregation for gateway servers are in the process of being added. When interfaces experience partial unavailability, an availability factor is applied to the calculation of downtime. This factor is stated as a percentage and represents the impact to the CLEC. Determination of the availability factor is governed by SBC's Availability Team on a case by case basis. Disputes related to application of the availability factor may be presented to the Commission. Whenever an interface experiences complete unavailability to a CLEC, the full duration of the unavailability will be counted, to the nearest minute, and no availability factor will be applied. Ameritech shall calculate the availability time rounded to the nearest minute.
Levels of Disaggregation:
• TCNET • AEMS • EDI • EBTA • EBTA – GUI • ARIS • BOP-GUI (as it is implemented in the Ameritech region)

Calculation:	Report Structure:
[(Hours functionality is available during the scheduled available hours) ÷ Scheduled system available hours] * 100	Reported on an aggregate CLEC basis by interface and Ameritech Affiliate.

Indiana

Measurement Type:
Tier 1 – None Tier 2 – High
Benchmark:
99.5%. The critical Z allowance does not apply on this measurement only.

5. Measurement:

Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours

Definition:

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- Rejected (manual and electronic) service requests.
- Ameritech retail disconnect orders in conjunction with wholesale migrations.
- Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.
- Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

Orders are measured according to how the service order was submitted to Ameritech (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed.

Manual Requests:
Manual service order requests are those initiated via the CLEC by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the CLEC via EDI-to-Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before. 7:00 a.m. the next day; the valid start time will be the next business day at. 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at. 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. All orders processed in the LSC utilize LSC hours. The returned confirmation to the CLEC will establish the actual end date/time.

Electronic Requests:
FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically processed service requests, the start date and time is the receive date and time that is automatically populated by the interface. The end date and time is

recorded by the interface EDI and reflects the actual date and time the FOC is returned to the CLEC. The EDI data is captured within MOR and is used to calculate the FOC measure.

For orders where FOC times are negotiated with the CLEC, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation

For Interconnection Trunk Orders, Ameritech will attempt to contact CLEC with questions on interconnection trunk orders at least 2 days prior to FOC due date. This process will be in place until Ameritech institutes a reject process for these type orders.

Levels of Disaggregation:

Manual Requests:

- Simple Res. And Bus. < 24 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) < 24 Hours
- UNE Loop (>= 50 Loops) < 48 Hours
- Switch Ports < 24 Hours
- CIA Centrex (1-200 Lines) <24 hours
- CIA Centrex (>200 Lines) <48 hours
- CPO (UNE P) Simple Res and Bus < 24 Hours < 24 Hours
- CPO (UNE P) Complex Business (1-200 Lines) < 24 Hours
- CPO (UNE P) Complex Business (>200 Lines) < 48 Hours

Electronic Requests :

- Simple Res. And Bus. – Manually Processed < 5 Hours
- Simple Res. And Bus. – Electronically Processed < 2 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- UNE Loop (1-49 Loops) – Manually Processed < 5 Hours
- UNE Loop (1-49 Loops) – Electronically Processed < 2 Hours
- UNE Loop (>= 50 Loops) < 48 Hours
- Switch Ports Manually Processed < 5 Hours
- Switch Ports Electronically Processed < 2 Hours
- Interconnection Trunks (< 5 DS1) < 6 days
- Interconnection Trunks (>= 5 DS1) < 8 days
- Unbundled Local (Dedicated)Transport-DS1 <1 Business Day
- Unbundled Local (Dedicated)Transport-DS3 <5 Business Days
- CIA Centrex (1-200 Lines) <24 hours
- CIA Centrex (>200 Lines) <48 hours
- CPO (UNE P) Simple Res and Bus – Manually Processed < 5 Hours
- CPO (UNE P) Simple Res and Bus – Electronically Processed < 2 Hours
- CPO (UNE P) Complex Business (1-200 Lines) < 24 Hours
- CPO (UNE P) Complex Business (>200 Lines) < 48 Hours

Calculation:	Report Structure:
(# of FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

Tier 1 – Low
Tier 2 – Medium

Benchmark:

All Res and Bus 95% / Complex Bus 94% / UNE Loop (1-49) 95% / UNE Loop (>50) 94% / Switch Ports 95% / Interconnection Trunks 95%, the Average for the remainder of each measure disaggregated shall not exceed 20% of the established benchmark.

CIA Centrex will measure to interim benchmarks of 85% and 90% in August and September respectively with an ongoing benchmark set at 95% effective in October.

5.1 Measurement

Percent Firm Order Confirmations (FOCs) for XDSL-capable loops & Line Sharing Returned Within "x" Hours

Definition:

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- DSL Orders-orders rejected for incomplete or incorrect LSR
- DSL Orders-orders denied for pair gain
- Ameritech only Disconnect orders
- Orders involving major projects
- Rejected (manual and electronic) service requests.
- Ameritech retail disconnect orders in conjunction with wholesale migrations.
- Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

Orders are measured according to how the service order was submitted to Ameritech (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed.

Manually Submitted:
Manual service order requests are those initiated via the CLEC by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the CLEC via EDI-to-Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before. 7:00 a.m. the next day; the valid start time will be the next business day at. 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at. 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. The returned confirmation to the CLEC will establish the actual end date/time.

For a manual request that requires an associated loop qualification, the start date and time is when the loop qualification is completed by OSP Engineering and is made available in the LoopQual system, and the end date and time is when the fax is sent back to the CLEC.

Electronically Submitted:
FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically originated service requests, the start date and time is the receive date and time that is automatically populated by the interface once all. The received date and time is automatically populated ordering edits are satisfied. The end date and time is recorded by the interface EDI and reflect the actual date and time the FOC is returned to the CLEC. The EDI data is captured within MOR and is used to calculate the FOC measure.

For orders where FOC times are negotiated with the CLEC, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation

For DSL orders that require manual loop makeup information after the receipt of the LSR (CLEC did not request manual loop makeup information), the start time for the FOC is the date and time the loop makeup information is available in the Loop Qual System. The end date and time is automatically recorded by the interface (EDI) and reflects the actual date and time the FOC is available to the CLEC.

Orders for the Broadband Service Product are included in the disaggregated measures

Levels of Disaggregation:

Manually submitted
- UNE xDSL Capable Loop (1-49 Loops) < 24 Hours
- UNE xDSL Capable Loop (> 49 Loops) < 48 Hours
- Line Sharing (1-49 Loops) < 24 Hours
- Line Sharing (>49) < 48 Hours

Electronically submitted
- UNE xDSL Capable Loop (1-20 Loops) < 6 Business Hours
- UNE xDSL Capable Loop (>20 Loops) < 14 Business Hours
- Line Sharing (1-49 Loops) < 6 Business Hours
- Line Sharing (>49) < 14 Business Hours

Calculation:	Report Structure:
(# of FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

xDSL
- Tier 1 – Low
- Tier 2 – Medium

Line Sharing – Diagnostic (new product, historical data)

Benchmark:

Line Sharing: Diagnostic for first three months of implementation of the measure then Tier 1 (Remedies effective no later than February 2001)

All 6 Hour FOC 95% / 14 Hour FOC 95% / 24 Hour FOC 94% / 48 Hour FOC 95%
The Average for the last 5% for 95% benchmark shall not exceed 20% of the established benchmark, excluding projects.

5.2 Measurement: (New Measure)	
Percentage of Unsolicited FOCs by Reason Code	
Definition:	
The number of Unsolicited FOCs sent to the CLECs generally categorized by reason codes identified in the levels of disaggregations, divided by Total Unsolicited FOCs	
Exclusions:	
• CLEC Caused Errors	
Business Rules:	
This measure reports on the breakdown, by general Reason Code category, of the various Unsolicited FOCs that are sent to the CLEC.	
Levels of Disaggregation:	
• Cancel Customer Order • Add Service Order Number and or Line • Cancel Service Order • Service Order Due Date Change • Service Order Line Change	
Calculation:	**Report Structure:**
Number of Unsolicited FOCs per general category / Total # of Unsolicited FOCs	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
No Benchmark	

6. Measurement:
Average Time To Return FOC
Definition:
The average time to return FOC from receipt of complete and accurate service request to return of confirmation to CLEC.
Exclusions:
• • Ameritech retail disconnect orders conjunction with wholesale migrations. • Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.
Business Rules:
See Measurement No. 5. Measurement is disaggregated according to product type and order size only, and includes orders submitted either electronically or manually.
Levels of Disaggregation:

Manual Requests

- All Res. And Bus.
- Complex Business (1-200 Lines)
- Complex Business (>200 Lines)
- UNE Loop (1-49 Loops)
- UNE Loop (>= 50 Loops)
- Switch Ports
- CIA Centrex (1-200 Lines)
- CIA Centrex (>200 Lines)
- CPO (UNE P) All Res. And Bus.
- CPO (UNE P) Complex Business (1-200 Lines)
- CPO (UNE P) Complex Business (>200 Lines)

Electronic Requests

- All Res. And Bus. – Electronically Processed
- All Res. And Bus. – Manually Processed
- Complex Business (1-200 Lines)
- Complex Business (>200 Lines)
- UNE Loop (1-49 Loops) – Electronically Processed
- UNE Loop (1-49 Loops) – Manually Processed
- UNE Loop (>= 50 Loops)
- Switch Ports Electronically Processed
- Switch Ports Manually Processed
- Interconnection Trunks
- CIA Centrex (1-200 Lines)
- CIA Centrex (>200 Lines)
- CPO (UNE P) All Res. And Bus. – Electronically Processed
- CPO (UNE P) All Res. And Bus. – Manually Processed
- CPO (UNE P) Complex Business (1-200 Lines)
- CPO (UNE P) Complex Business (>200 Lines)

Calculation:	Report Structure:
Σ[(Date and Time of FOC) - (Date and Time of Order Acknowledgment)] / Total FOCs)	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

No Benchmark

6.1 Measurement
Average Time to Return DSL FOC's
Definition:
The average time to return DSL FOC's from receipt of complete and accurate service request to return of confirmation to CLEC.
Exclusions:
• DSL Orders-orders rejected for incomplete or incorrect LSR • DSL Orders-orders denied for pair gain • Ameritech only Disconnect orders • Orders involving major projects • Ameritech retail disconnect orders in conjunction with wholesale migrations. • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.
Business Rules:
See Measurement No. 5.1
Levels of Disaggregation:
Manually submitted • UNE xDSL Capable Loop (1-49 Loops) • UNE xDSL Capable Loop (> 49 Loops) • Line Sharing (1-49 Loops) • Line Sharing (>49) Electronically submitted • UNE xDSL Capable Loop (1-20 Loops) • UNE xDSL Capable Loop (>20 Loops) • Line Sharing (1-49 Loops) • Line Sharing (>49)

Calculation:	Report Structure:
Σ[(Date and Time of FOC) - (Date and Time of Order Received by Ameritech)]/(# of FOCs)	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:
Tier 1 – None Tier 2 – None
Benchmark:
Diagnostic

7. Measurement	
Percent Mechanized Completions Returned Within One Hour of Completion in Ordering Systems	
Definition:	
Percent mechanized completions returned within one hour of completion.	
Exclusions:	
• Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.	
Business Rules:	
The elapsed time for an order is calculated based on the time of the last service order, which establishes service, being completed in the ordering system to the actual time MOR receives notification and the completion is sent to the CLEC. For example, if a multi-line order has 10 lines, the stop time would be when the last of the 10 lines is completed in the ordering system. Calculated based on calendar days only. Regardless of whether the order was submitted or processed electronically or manually, it is included in this measure. Note: All completion notifications are returned via a mechanized interface (EDI or EDI-to-Fax).	
Levels of Disaggregation:	
• Resale • UNEs • Combinations	
Calculation:	**Report Structure:**
(# of mechanized completions returned to CLEC within 1 hour ÷ total mechanized completions) * 100	Reported for CLEC all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97%	

7.1 Measurement	
Percent Mechanized Completions Returned Within One Day Of Work Completion	
Definition:	
Percent mechanized completions returned within one day.	
Exclusions:	
• Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.	
Business Rules:	
Days are calculated by subtracting the date the completion notification was returned to the CLEC minus the work completion date. Calculated based on calendar days only. Regardless of whether the order was submitted or processed electronically or manually, it is included in this measure. Note: All completion notifications are returned via a mechanized interface(EDI or EDI-to-Fax).	
Levels of Disaggregation:	
• Resale • UNEs • Combinations	
Calculation:	**Report Structure:**
(# of mechanized completions returned to the CLEC within 1 day of work completion ÷ total mechanized completions) * 100	Reported for CLEC all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None Tier 2 – None	
Benchmark:	
97%	

8. Measurement	
Average Time to Return Mechanized Completions	
Definition:	
Average time required to return a mechanized completion.	
Exclusions:	
See Measurement No. 7	
Business Rules:	
See Measurement No. 7	
Levels of Disaggregation:	
See Measurement No. 7	
Calculation:	**Report Structure:**
Σ[(Date and Time of Notice Of Completion Issued to the CLEC) - (Date and Time of Work Completion)] ÷ Total Mechanized Completions	Reported for CLEC, all CLECs, and Ameritech Affiliate
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
To be Determined.	

9. Measurement	
Percent Rejects	
Definition:	
The number of rejects compared to the issued orders for orders submitted via the electronic interfaces	
Exclusions:	
• Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.	
Business Rules:	
A rejected order does not pass edit checks or other edits prior to the order being distributed. This measure includes all orders that are submitted through an electronic interface, regardless of whether the order was processed electronically or manually. Notes: All rejects are returned to the CLEC via a mechanized interface (EDI or EDI-to-Fax).	
Levels of Disaggregation:	
• CLEC Caused Reject • Ameritech Caused Rejects (Re-flowed Orders)	
Calculation:	**Report Structure:**
(# of rejects ÷ total unique orders and supplements for electronic interfaces) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Measurement is diagnostic. No benchmark required.	

10. Measurement	
Percent Mechanized Rejects Returned Within One Hour of Receipt of Reject in MOR	
Definition:	
Percent mechanized rejects returned within one hour of the receipt of the reject in MOR .	
Exclusions:	
• Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's Performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.	
Business Rules:	
The start time used is the date and time the reject is available to MOR and the end time is the date and time the reject notice is sent to the CLEC. This measure includes all rejects regardless of how the order was initially submitted or processed (i.e., electronically or manually).	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of mechanized rejects sent within 1 hour ÷ total mechanized rejects) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97% within 1 hour of the receipt of a reject in MOR.	

10.1 Measurement:	
Percent Mechanized Rejects Returned within One Hour of Receipt of Order	
Definition:	
Percentage of mechanized rejects returned within one hour of the receipt of order from CLEC.	
Exclusions:	
• Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.	
Business Rules:	
The start time is the time the order is received in the LSC and the end time is the date and time the reject notice. Sent to the CLEC. This measure includes all rejects that were submitted via an electronic interface and processed mechanically (Auto-Auto).	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(# of mechanized rejects sent within 1 hour of receipt of order ÷ total mechanized rejects) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
See Measurement 10.	

10.2 Measurement:	
Percent Manual Rejects Received Electronically and Returned Within Five Hours	
Definition:	
Percentage of manual rejects of orders received electronically where the reject notification is sent within five hours of the receipt of the order from the CLEC. A "manual reject" is any reject that results from the manual processing of an order.	
Exclusions:	
• Manual rejects for orders received manually • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP. LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.	
Business Rules:	
The start time is the time the order is electronically received and logged into the ordering system. The end time is the date and time the reject notice is sent back to the CLEC. This measure includes all orders received electronically and processed manually that resulted in a reject.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of manual rejects returned within 5 hours of receipt of electronic order ÷ total manual rejects) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
97% within 5 Hours.	

10.3 Measurement:	
Percent Manual Rejects Received Manually and Returned Within Five Hours	
Definition:	
Percentage of manual rejects for orders received manually and returned to the CLEC within 5 hours. A "manual reject" is any reject that results from the manual processing of an order.	
Exclusions:	
• Manual rejects for orders received electronically. • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.	
Business Rules:	
The start time is the time the manual LSR order is received in the LSC via fax, and the end time is the date and time the reject notice is sent back to the CLEC via EDI-to-Fax. This measure includes all orders submitted manually that resulted in a reject.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(# of manual rejects returned within 5 hours of receipt of manual orders ÷ total manual rejects) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
97% within 5 hours.	

11. Measurement	
Mean Time to Return Mechanized Rejects	
Definition:	
Average time required to return a mechanized reject.	
Exclusions:	
• Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time. • Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.	
Business Rules:	
See Measurement No. 10.	
Levels of Disaggregation:	
See Measurement No. 10.	
Calculation:	**Report Structure:**
Σ[(Date and Time reject sent) - (Date and Time of Order receipt)] ÷ total mechanized rejects	Reported for CLEC all CLECs,and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
None	

11.1 Measurement:	
Mean Time to Return Manual Rejects that are Received via an Electronic Interface	
Definition:	
Average time to return manual rejects received via an electronic interface.	
Exclusions:	
• See Measurement 10.2	
Business Rules:	
See Measurement 10.2.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
{Σ(date and time reject sent – date and time of order receipt) ÷ total manual rejects}	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Five Hours	

11.2 Measurement:	
Mean Time to Return Manual Rejects that are Received thru the Manual Process	
Definition:	
Average time to return manual rejects received thru the manual process (Fax).	
Exclusions:	
• See Measurement 10.3	
Business Rules:	
See Measurement 10.3	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
{Σ(date and time rejects sent – date and time of order receipt) ÷ total manual rejects}	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Five Hours	

12. Measurement	
Mechanized Provisioning Accuracy	
Definition:	
Percent of mechanized orders completed as ordered.	
Exclusions:	
• Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.	
Business Rules:	
This measurement compares the features ordered on a mechanized order, to the copy of the order which updates the customer billing database.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of orders completed as ordered ÷ total orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – Low	
Benchmark:	
Parity	

13. Measurement	
Order Process Percent Flow Through	
Definition:	
Percent of orders from receipt to distribution that progress mechanically through to Ameritech provisioning systems.	
Exclusions:	
• Orders both electronically generated and rejected if error is caused by CLEC. • Manually received orders • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.	
Business Rules:	
The number of eligible orders, that flow through Ameritech's ordering systems without manual intervention, divided by the total number of eligible electronically generated orders within the reporting period. Manually intervened orders that are electronically generated are considered failed pass-through. Orders that fall out after receipt, but are not rejected back to CLEC due to CLEC caused errors, will be included as failed pass-through occurrences. This measure is based on orders designed to flow through, see Appendix 4 for clarification.	
Levels of Disaggregation:	
• UNE loops • Resale • UNE Combos • Other	
Calculation:	**Report Structure:**
(# of orders that flow through ÷ total eligible electronic orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – High	
Benchmark:	
Parity	

13.1 Measurement	
Total Order Process Percent Flow Through	
Definition:	
Percent of EDI orders from entry to distribution that progress through Ameritech ordering systems without manual intervention.	
Exclusions:	
• Excludes rejected orders	
Business Rules:	
The number of orders that flow through Ameritech's ordering systems and are distributed in the Service Order System without manual intervention, divided by the total number of orders submitted via EDI within the reporting period.	
Levels of Disaggregation:	
• Resale • UNE Loops • LNP • LSNP • CPO (UNE-P)	
Calculation:	**Report Structure:**
(# of orders that flow through ÷ total orders) * 100	Reported by CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

Billing

14. Measurement	
Billing Accuracy	
Definition:	
Ameritech performs audits on three billing systems: ACIS (Retail), RBS (Wholesale) and CABS (Access) to ensure the accuracy of the bills rendered to its customers.	
Exclusions:	
None	
Business Rules:	
The purpose of these audits are to review and recalculate for services billed in the five states. This is to ensure that monthly bills sent to the CLECs, and retail customers are rated accurately according to the billing tables. This is performed by extracting recurring, non-recurring, and usage elements from the above listed billing systems and comparing the billed elements to expected results. For all validations performed, the number of elements that have been released prior to correction (bills are audited for accurate calculations) are counted as an error against the total elements audited.	
Levels of Disaggregation:	
• Resale Monthly Recurring/Non-recurring • Resale Usage/Unbundled Local Switching • Other Unbundled Network Elements	
Calculation:	**Report Structure:**
(# of elements not corrected prior to bill release ÷ total elements audited) * 100	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate. Reported on an Ameritech Company basis.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity	Retail Comparison
1. Resale Monthly Recurring/Non-Recurring	Retail
2. Resale Usage/Unbundled Local Switching	Retail
3. Other Unbundled Network Elements	Access

15. Measurement	
Percent of Accurate and Complete Formatted Mechanized Bills	
Definition:	
The percent of monthly bills sent to the CLECs via the mechanized AEBS process and the paper billing process that are accurate and complete.	
Exclusions:	
None	
Business Rules:	
Billing accuracy is based upon many factors including: totaling, formatting, content and syntax. Both the electronic and paper bill are validated in unison and are not counted separately in the calculation.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of accurate and complete formatted bills ÷ total bills) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – High	
Benchmark:	
99%	

16. Measurement:	
Percent of Usage Records Transmitted Correctly	
Definition:	
The percent of usage records transmitted correctly on the Daily Usage extract feed.	
Exclusions:	
• CLEC-caused errors.	
Business Rules:	
Controls and edits within the billing process uncover certain types of errors that are likely to appear on the usage records. When these errors are uncovered, a new release of the program is written to ensure that the error does not occur again. Thus, an error that is reported in one month should not occur the next month because the billing program error would have been fixed by the next month. The usage records retransmitted due to Ameritech caused errors are counted in this measure.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of usage records transmitted correctly ÷ total usage records transmitted) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
95%	

17. Measurement	
Billing Completeness	
Definition:	
Percent of on-time service orders (SOs) in both ACIS and CABS that post within a 30 day billing cycle.	
Exclusions:	
• Feature Group A • Feature Group B • Feature Group D • Wireless	
Business Rules:	
On time SOs are SOs that reached "Updated" (3U) status in 19 cycles or less. A SO that was updated in 20 cycles or more has missed at least one bill. Twenty cycles is approximately 30 calendar days. The start date is the date the SO is available for billing and the end date is the date (Update date) the SO reaches the "Updated" status. This time span is measured in cycles. SOs are reported by the month of their Update.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of on-time updated SOs in current month ÷ total updated SOs in current month) *100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – Medium	
Benchmark:	
Parity with Ameritech Retail.	

18. Measurement	
Billing Timeliness (Wholesale Bill)	
Definition:	
Billing Timeliness measures the length of time from the wholesale billing date (end of billing period) to the time it is electronically transmitted to the CLEC.	
Exclusions:	
• Weekends and Holidays.	
Business Rules:	
The transmission date is used to gather the data for the reporting period. The measure compares the transmission date of the bill to the transmission due date. The transmission due date is six business days after the wholesale bill period. For example, a CLEC with a wholesale billing date of Monday the 1st, the transmission due date would be on the following Monday, the 8th assuming no weekday holidays.	
Levels of Disaggregation:	
• AEBS. • CABS.	
Calculation:	**Report Structure:**
(# of bills transmitted on time ÷ total bills released) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – High	
Benchmark:	
95% within 6th workday.	

19. Measurement	
Daily Usage Feed Timeliness	
Definition:	
Usage information is sent to the CLECs on a daily basis. This usage data must be sent to the CLEC within 6 work days in order to be considered timely.	
Exclusions:	
• Weekends and Holidays.	
Business Rules:	
The measure uses the actual EMI usage records that are sent to the CLECs. Data date is the recording date of the usage and is part of the EMI usage record. Cycle date is the day the Daily Usage file is sent to the CLEC. Cycle date is found on the pack header record of the Daily Usage file.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of usage records transmitted on time ÷ total usage records) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate. Reported on an Ameritech Company basis.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
95% within 6th workday	

20. Measurement	
Unbillable Usage	
Definition:	
The percent usage data that is unbillable.	
Exclusions:	
None	
Business Rules:	
The total dollars written off by MEC (Message Error Correction) and the total CABS uncollectable dollars are divided by the total billed revenue in the calendar month.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Total unbillable revenue ÷ total billed revenue) * 100	Reported on an Ameritech Company basis (aggregated).
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

Miscellaneous Administrative

21. Measurement	
Local Service Center (LSC) Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
• Weekends and Holidays.	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LSC Hours of operation are posted on the internet.	
Levels of Disaggregation:	
• Resale • UNE	
Calculation:	**Report Structure:**
Total queue time ÷ total calls answered	Reported for LSC Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

21.1 Measurement	
Average Time Placed on Hold at LSC	
Definition:	
The average time a customer is placed on hold after the LSC has directed the call to a specific person or group.	
Exclusions:	
Weekends and Holidays	
Business Rules:	
This measurement is driven by the Ameritech call management (ACD) system and accumulates hold time data based on the primary que. Calls are answered during normal business hours and reported via ACD reporting capabilities.	
Levels of Disaggregation:	
Resale UNE DSL	
Calculation:	**Report Structure:**
Total time on hold ÷ total calls on hold	Reported for all calls to the LSC for all CLECs (aggregated)
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
None - Diagnostic	

22. Measurement	
Local Service Center (LSC) Grade Of Service (GOS)	
Definition:	
Percent of calls answered by the Local Service Center (LSC) within 20 seconds.	
Exclusions:	
See Measurement No. 21	
Business Rules:	
See Measurement No. 21	
Levels of Disaggregation:	
• Resale • UNE	
Calculation:	**Report Structure:**
# of calls answered by the LSC within a specified period of time ÷ Total calls answered	Reported for LSC, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail.	

23. Measurement	
Percent Busy in the Local Service Center (LSC)	
Definition:	
Percent of calls which are unable to reach the Local Service Center (LSC) due to a busy condition in the ACD.	
Exclusions:	
• See Measurement No. 21	
Business Rules:	
This measurement determines the number of calls that encounter a busy condition in the ACD. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LSC Hours of operation are posted on the internet.	
Levels of Disaggregation:	
See Measurement No. 21	
Calculation:	**Report Structure:**
(# of blocked calls ÷ total calls offered) * 100	Reported for LSC, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
Parity with Ameritech Retail.	

24. Measurement	
Local Operations Center (LOC) Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when the Ameritech representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LOC hours of operation are posted on the internet.	
Levels of Disaggregation:	
DSL Calls All other Calls	
Calculation:	**Report Structure:**
Total queue time ÷ total calls answered	Reported for LOC, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

24.1 Measurement (New Measure)	
Average Time Placed on Hold at LOC	
Definition:	
The average time a customer is placed on hold after the LOC has directed the call to a specific person or group.	
Exclusions:	
Weekends and Holidays	
Business Rules:	
This measurement is driven by the Ameritech call management (ACD) system and accumulates hold time data based on the primary que. Calls are answered during normal business hours and reported via ACD reporting capabilities.	
Levels of Disaggregation:	
Resale UNE DSL	
Calculation:	**Report Structure:**
Total time on hold ÷ total calls on hold	Reported for all calls to the LOC for all CLECs (aggregated)
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
None – Diagnostic	

25. Measurement	
Local Operations Center (LOC) Grade Of Service (GOS)	
Definition:	
Percent of calls answered by the Local Operations Center (LOC) within 20 seconds.	
Exclusions:	
• See Measurement No. 24	
Business Rules:	
See Measurement No. 24.	
Levels of Disaggregation:	
DSL Calls All Other Calls	
Calculation:	**Report Structure:**
# of calls answered by the LOC within a specified period of time ÷ total calls answered	Reported for LOC, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail.	

26. Measurement	
Percent Busy in the Local Operations Center (LOC)	
Definition:	
Percent of calls which are unable to reach the Local Operations Center (LOC) due to a busy condition in the ACD.	
Exclusions:	
• See Measurement #24.	
Business Rules:	
This measurement determines the number of calls that encounter a busy condition in the ACD. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. LSC Hours of operation are posted on the internet.	
Levels of Disaggregation:	
DSL Calls All Other Calls	
Calculation:	**Report Structure:**
(# of blocked calls ÷ total calls offered) * 100	Reported for LOC, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
Parity with Ameritech Retail.	

Indiana

RESALE POTS AND UNE LOOP AND PORT COMBINATIONS BY Ameritech

Provisioning

27. Measurement
Mean Installation Interval
Definition:
Average business days from application date to completion date for N, T, C orders.
Exclusions:
• CLEC caused misses. • Field Work orders – excludes customer requested due dates beyond the offer date. • No Field Work orders – excluded if order applied for before 3:00 p.m. and the due date requested is not same day; and if order applied for after 3:00 p.m. and the due date requested is beyond the next business day. • CIA Centrex excluded if customer requested due dates greater than 5 business days. • Orders that are not N, T, and C orders. • Orders where CLECs are charged expedite charges
Business Rules:
The clock starts on the Application Date, which is the day that Ameritech receives a correct Service Order. The clock stops on the Completion Date, which is the day that Ameritech personnel complete the service order activity. Orders are included in the month they are closed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then the interval is (Completion – Application Date). If the order is Next Day Due, then the interval is [(Completion – Next Business Day) + 1]. UNE Combos are also reported at order level. **If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.**
Levels of Disaggregation:

Geographic, per State Agreements

POTS

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service
- CIA Centrex

UNE Combo (UNE P)

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

Calculation:	Report Structure:
[Σ(completion date – application date)]/(Total orders completed)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

Resale POTS parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types).
CIA Centrex parity between Field Work compared to Ameritech Centrex Field Work (N, T, C order types) and No Field Work compared to a 4 day interval.

28. Measurement
Percent Installations Completed Within "X" Business Days (POTS)
Definition:
Measure of orders completed within "X" business days of the application date. For Field Work(FW) orders "X" equals five business days, for No Field Work (NFW) orders "X" equals three business days.
Exclusions:
• CLEC caused misses. • Field Work orders – excludes customer requested due dates beyond the offer date. • No Field Work orders – excluded if order applied for before 3:00 p.m.; and the due date requested is not same day; and if order applied for after 3:00 p.m.; and the due date requested is beyond the next business day. • CIA Centrex excluded if customer requested due dates greater than 5 business days. • All orders except N, T, and C orders. • Orders where CLECs are charged expedite charges
Business Rules:
The clock starts on the Application Date, which is the day that Ameritech receives a correct Service Order. The clock stops on the Completion Date which is the day that Ameritech personnel complete the service order activity. Orders are included in the month they are closed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then the interval is (Completion – Application Date). If the order is Next Day Due, then the interval is [(Completion – Next Business Day) + 1]. UNE Combos are also reported at order level. **If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.**
Levels of Disaggregation:

Geographic, per State Agreements

POTS

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service
- CIA Centrex

UNE Combo (UNE P)

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

Calculation:	Report Structure:
(# of orders installed within "X" business days ÷ total orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

Tier 1 – None

Tier 2 – None

Benchmark:

Resale POTS parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to Ameritech Field Work (N, T, C order types and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types)

CIA Centrex parity between Field Work compared to Ameritech Centrex Field Work (N, T, C order types) and No Field Work compared to 95% within a 5 day interval.

29. Measurement	
Percent Ameritech Caused Missed Due Dates	
Definition:	
Percent of N, T, and C orders where installation was not completed by the due date as a result of a Ameritech caused missed due date.	
Exclusions:	
• Orders that are not N, T, or C. • CLEC caused misses.	
Business Rules:	
This includes orders completed after the Due Date, due to an Ameritech reason. This measurement is reported at an order level. UNE Combos are also reported at an order level. If Ameritech reschedules the original due date without the consent of the CLEC the original due date will be the one measured against.	
Levels of Disaggregation:	
Geographic, per State Agreements POTS • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service UNE Combo (UNE P) • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service	
Calculation:	**Report Structure:**
(# of orders not completed by the due date ÷ total orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Resale POTS parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types).	

30. Measurement	
Percent Ameritech Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percent N, T, and C orders with missed committed due dates due to lack of facilities.	
Exclusions:	
• Orders that are not N, T, or C. • No Field Work (NFW) Orders.	
Business Rules:	
Includes orders with a completion date that is greater than the due date based on an Ameritech missed reason code for lack of facilities. This measurement is reported at an order level. UNE Combos are also reported at an order level.	
Levels of Disaggregation:	
Geographic, per State Agreements POTS • Residence class of service • Residence class of service > 30 calendar days • Residence class of service > 90 calendar days • Business class of service • Business class of service > 30 calendar days • Business class of service > 90 calendar days POTS / UNE Combo (UNE P) • Residence class of service • Residence class of service > 30 calendar days • Residence class of service > 90 calendar days • Business class of service • Business class of service > 30 calendar days • Business class of service > 90 calendar days	
Calculation:	**Report Structure:**
(# of orders with missed due dates due to lack of facilities ÷ total orders completed) * 100	Reported for CLEC, all CLECs Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Resale POTS parity compared to Ameritech (N, T, and C order types). UNE Combo Parity compared to Ameritech (N, T, C order types).	

31. Measurement	
Average Delay Days For Missed Due Dates Due To Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed orders due to lack of facilities.	
Exclusions:	
• Orders that are not N, T, or C. • No Field Work (NFW) Orders.	
Business Rules:	
Includes orders missed due to Company reasons other than lack of facilities that are selected based on the missed reason code. This measurement is reported at an order level. UNE Combos are also reported at an order level.	
Levels of Disaggregation:	
Geographic, per State Agreements POTS • Business class of service • Residence class of service UNE Combo (UNE P) • Business class of service • Residence class of service	
Calculation:	**Report Structure:**
Σ(Completion date – due date) ÷ (total completed orders with a Ameritech caused missed due date due to lack of facilities)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Resale POTS parity compared to Ameritech (N, T, and C order types). UNE Combo Parity compared to Ameritech (N, T, and C order types).	

32. Measurement	
Average Delay Days For Ameritech Caused Missed Due Dates	
Definition:	
Average calendar days from due date to completion date on company missed orders.	
Exclusions:	
• Orders that are not N, T, or C. • Company delayed orders as a result of lack of facilities.	
Business Rules:	
Includes orders missed due to lack of facilities that are selected based on the missed reason code. This measurement is reported at an order level. UNE Combos are also reported at an order level.	
Levels of Disaggregation:	
Geographic, per State AgreementsPOTS • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service UNE Combo (UNE P) • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service	
Calculation:	**Report Structure:**
Σ(Completion date – due date) ÷ (total completed orders with a Ameritech caused missed due date)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
Resale POTS Field Work parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Field Work Parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types)	

33. Measurement	
Percent Ameritech Caused Missed Due Dates > 30 days	
Definition:	
Percent of orders where installation was completed greater than 30 days following the due date.	
Exclusions:	
• Orders that are not N, T, or C.	
Business Rules:	
This includes items completed after the Due Date, due to an Ameritech reason. This measurement is reported at an order level. UNE Combos are also reported at an order level.	
Levels of Disaggregation:	
Geographic, per State Agreements POTS • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service UNE Combo (UNE P) • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service	
Calculation:	**Report Structure:**
(# of orders completed greater than 30 calendar days following the due date ÷ total orders completed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Resale POTS Field Work parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Field Work Parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types).	

34. Measurement	
Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech	
Definition:	
The total number of orders that were cancelled by the CLEC after the order due date. Only orders cancelled with Ameritech missed codes are included.	
Exclusions:	
• CLEC delayed orders. • Orders that are not N, T, or C.	
Business Rules:	
Includes orders that are cancelled by the customer after the negotiated due date and prior to completion.	
Levels of Disaggregation:	
Geographic, per State Agreements POTS • Business class of service • Residence class of service UNE Combos (UNE P) • Business class of service • Residence class of service The count will be divided into the following days past due groupings: • 1-30 • 31-90 • > 90.	
Calculation:	**Report Structure:**
# of orders cancelled after the Due Date	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail. Diagnostic. No benchmark required.	

34.1 Measurement	
Average Delay Days for Ameritech Caused Canceled Orders	
Definition:	
Average calendar days from due date to Cancel date on company missed orders. Only orders cancelled with Ameritech missed codes are included.	
Exclusions:	
• CLEC delayed orders. • Orders that are not N, T, or C.	
Business Rules:	
Counts the average calendar days between the due date and the cancel date for orders that are cancelled by the customer after the negotiated due date and prior to completion.	
Levels of Disaggregation:	
Geographic, per State Agreements POTS • Business class of service • Residence class of service UNE Combos (UNE P) • Business class of service • Residence class of service	
Calculation:	**Report Structure:**
(total number of delay days)/ total canceled orders Delay Days are defined as (complete date – due date)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail. Diagnostic. No benchmark required.	

35. Measurement

Percent Trouble Reports Within 30 Days (I-30) of Installation

Definition:

Percent of N, T, C orders that receive a network customer trouble report within 30 calendar days of service order completion.

Exclusions:

- Subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number.
- Disposition codes "11", "12", & "13" reports (excludable reports)
- Reports caused by customer provided equipment (CPE) or wiring.
- Trouble report received on the due date before service order completion.
- Orders that are not N, T, or C.

Business Rules:

Includes trouble reports received the day after Ameritech personnel complete the service order through 30 calendar days after completion.

Levels of Disaggregation:

Geographic, per State Agreements

POTS

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

UNE Combo (UNE P)

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

Calculation:	Report Structure:
(# of orders that receive a network customer trouble report within 30 calendar days of service order completion ÷ total orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

Resale POTS Field Work parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types). UNE Combo Field Work Parity compared to Ameritech Field Work (N, T, C order types) and No Field Work compared to Ameritech Retail No Field Work (N, T, C order types)

36. Measurement	
Percent No Access (Service Orders With No Access)	
Definition:	
Percent of Field Work (FW) orders with a status of "No Access."	
Exclusions:	
• CLEC caused misses. (SL – customer requests later date, SO – other customer reasons, SR - customer not ready). • All orders that are not N, T, or C. • No Field Work.	
Business Rules:	
Ameritech personnel set the "No Access" flag when access cannot be obtained to the customer's premises. Order must be completed.	
Levels of Disaggregation:	
Geographic, per State Agreements POTS • Business class of service • Residence class of service UNE Combo (UNE P) • Business class of service • Residence class of service	
Calculation:	**Report Structure:**
(# of orders that are No Access ÷ Total Field Work orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Resale POTS Field Work parity compared to Ameritech Field Work (N, T, and C order types) . UNE Combo Field Work Parity compared to Ameritech Field Work (N, T, and C order types).	

Maintenance

37. Measurement	
Trouble Report Rate	
Definition:	
The number of customer trouble reports per 100 lines.	
Exclusions:	
• Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Reports caused by customer provided equipment (CPE) or wiring. • All disposition codes "11", "12", & "13" reports (excludable reports), with the exception of code 1316, unless the report is taken prior to the completion of the service order.	
Business Rules:	
CLEC and Ameritech repair reports are entered into and tracked via WFA or LMOS. Reports are counted in the month they are closed.	
Levels of Disaggregation:	
Geographic, per State Agreements POTS • Business class of service • Residence class of service UNE Combo (UNE) P • Business class of service • Residence class of service	
Calculation:	**Report Structure:**
[# of customer trouble reports ÷ (total lines in service ÷100)]	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
POTS – Parity with Ameritech Retail. UNE Combo – Parity with Ameritech Residence and parity with Ameritech Business.	

38. Measurement	
Percent Missed Repair Commitments	
Definition:	
Percent of trouble reports not cleared by the commitment time due to Ameritech reasons.	
Exclusions:	
• Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Reports caused by customer provided equipment (CPE) or wiring. • All disposition codes "11", "12", & "13" reports (excludable reports	
Business Rules:	
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that Ameritech personnel clear the repair activity and complete the trouble report in the work and force systems. If this is after the commitment time, the report is flagged as a "Missed Commitment."	
Levels of Disaggregation:	
Geographic, per State Agreements POTS • Business class of service • Residence class of service • Dispatch • No Dispatch UNE Combo (UNE) P • Dispatch • No Dispatch • Business class of service • Residence class of service	
Calculation:	**Report Structure:**
(# of trouble reports not cleared by the commitment time ÷ total trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
POTS – Parity with Ameritech Retail. UNE Combo – Parity with Ameritech Residence and parity with Ameritech Business.	

39. Measurement	
Receipt To Clear Duration	
Definition:	
Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
Exclusions:	
• Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Reports caused by customer provided equipment (CPE) or wiring. • Disposition codes "11", "12", & "13" reports (excludable reports	
Business Rules:	
The clock starts on the date and time Ameritech receives a trouble report. The clock stops on the date and time that Ameritech personnel clear the repair activity and complete the trouble report in WFA or LMOS.	
Levels of Disaggregation:	
Geographic, per State Agreements POTS • Business class of service • Residence class of service • Dispatch • No Dispatch • Affecting Service • Out of Service UNE Combo (UNE) P • Dispatch • No Dispatch • Affecting Service • Out of Service • Business class of service • Residence class of service	
Calculation:	**Report Structure:**
Σ[(Date and time Ameritech clears trouble report) - (Date and time trouble report is received)] ÷ Total customer trouble reports	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	

Resale POTS Dispatch parity compared to Ameritech Dispatch (N, T, C order types) and No Dispatch compared to Ameritech Retail No Dispatch (N, T, C order types). UNE Combo Dispatch Parity compared to Ameritech Dispatch(N, T, C order types) and No Dispatch compared to Ameritech Retail No Dispatch(N, T, C order types).

40. Measurement	
Percent Out Of Service (OOS) < 24 Hours	
Definition:	
Percent of OOS trouble reports cleared in less than 24 hours.	
Exclusions:	
• Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Disposition codes "11", "12", & "13" reports (excludable reports). • Affecting Service reports. • Reports caused by customer provided equipment (CPE) or wiring.	
Business Rules:	
Utilize state specific Business Rule or Standard clock hours as appropriate.	
Levels of Disaggregation:	
Geographic, per State Agreements POTS • Business class of service • Residence class of service UNE Combo (UNE) P • Business class of service • Residence class of service	
Calculation:	**Report Structure:**
(# of OOS trouble reports < 24 hours ÷ total OOS trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
POTS – Parity with Ameritech Retail. UNE Combo – Parity with Ameritech Residence and parity with Ameritech Business.	

41. Measurement	
Percent Repeat Reports	
Definition:	
Percent of customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
• Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Disposition codes "11", "12", & "13" reports (excludable reports) • Reports caused by customer provided equipment (CPE) or wiring.	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.	
Levels of Disaggregation:	
Geographic, per State Agreements POTS • Business class of service • Residence class of service UNE Combo (UNE P) • Business class of service • Residence class of service	
Calculation:	**Report Structure:**
(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
POTS – Parity with Ameritech Retail. UNE Combo – Parity with Ameritech Residence and parity with Ameritech Business .	

42. Measurement	
Percent No Access (Percent of Trouble Reports with No Access)	
Definition:	
Percentage of dispatched customer trouble reports with a status of "No Access."	
Exclusions:	
• Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Disposition codes "11", "12", & "13" reports (excludable reports). • Reports caused by customer provided equipment (CPE) or wiring. • Reports that are not dispatched.	
Business Rules:	
Ameritech personnel set the "No Access" flag when access cannot be obtained at the customer's premises. Reports are counted the month they are closed.	
Levels of Disaggregation:	
Geographic, per State Agreements POTS • Business class of service • Residence class of service UNE Combo (UNE) P • Business class of service • Residence class of service	
Calculation:	**Report Structure:**
(# of trouble reports with a status of "No Access" ÷ Total dispatched customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
POTS – Parity with Ameritech Retail. UNE Combo – Parity with Ameritech Residence and parity with Ameritech Business .	

RESALE SPECIALS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY Ameritech (EXCLUDES "ACCESS" ORDERS)

Provisioning

43. Measurement
Average Installation Interval
Definition:
Average business days from LSR receipt application date to completion date for N, T, and C orders.
Exclusions:
• UNE and Interconnection Trunks. • Orders that are not N, T, or C. • Circuits that have a customer requested Due Date greater than 20 business days. • Official company service from Retail. • Orders where CLECs are charged expedite charges • Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.
Business Rules:
The Application Date is the day that Ameritech receives the customer initiated service request. The Completion Date is the day that Ameritech personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and it is reported at an item or circuit level. **If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.**
Levels of Disaggregation:
Geographic, per State Agreements • Resold Specials – DDS – DS1 – DS3 – Voice Grade Private Line (VGPL) – ISDN BRI – ISDN PRI – Any other services available for resale • UNE Loop and Port – ISDN BRI – ISDN PRI – Other combinations

Indiana

Calculation:	Report Structure:
[Σ(completion date - application date)] ÷ (Total circuits completed)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail.	

44. Measurement	
Percent Installations Completed Within 20 Calendar Days	
Definition:	
Percent installations completed within 20 calendar days.	
Exclusions:	
See Measurement No. 43	
Business Rules:	
See Measurement No. 43	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	**Report Structure:**
(# of circuits installed within 20 calendar days ÷ total circuits installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

45. Measurement	
Percent Ameritech Caused Missed Due Dates	
Definition:	
Percentage of N, T, and C orders by circuit where installations were not completed by the due date as a result of an Ameritech caused missed due date.	
Exclusions:	
• UNE and Interconnection Trunks. • Orders that are not N, T, or C. • Official company service from Retail.	
Business Rules:	
This includes items completed after the Due Date, due to an Ameritech reason. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	**Report Structure:**
(# of circuits with Ameritech caused missed due dates ÷ total circuits installed) * 100	Reported for CLEC all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail.	

46. Measurement	
Percent Trouble Reports Within 30 Days (I-30) of Installation	
Definition:	
Percent of N, T, and C orders by circuit that receive a network customer trouble report within 30 calendar days of service order completion.	
Exclusions:	
• UNE and Interconnection Trunks. • Orders that are not N, T, or C. • Trouble report received on the due date before service order completion.	
Business Rules:	
A trouble report is counted if it is flagged in WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report and must be a measured report. The order flagged against must be an addition in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	**Report Structure:**
[# of circuits that receive a network customer trouble report within 30 calendar days of service order completion ÷ total circuits installed] * 100	Reported for CLEC all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail.	

47. Measurement	
Percent Ameritech Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percentage of N, T, and C orders by circuit with missed committed due dates due to lack of facilities.	
Exclusions:	
• UNE and Interconnection Trunks. • Orders that are not N, T, or C.	
Business Rules:	
Includes orders with a completion date that is greater than the due date based on an Ameritech missed reason code for lack of facilities. This measurement is reported at a circuit level for all specials. Count any unsolicited FOC which modifies the due date as a missed due date.	
Levels of Disaggregation:	
• See Measurement No. 43. • Reported for > 30 calendar days & > 90 calendar days.	
Calculation:	**Report Structure:**
(# of circuits with missed committed due dates due to lack of facilities ÷ total circuits installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

48. Measurement	
Average Delay Days for Missed Due Dates Due to Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed circuits due to lack of facilities.	
Exclusions:	
• UNE and Interconnection Trunks. • Orders that are not N, T, or C.	
Business Rules:	
Includes orders missed due to lack of facilities that are selected based on the missed reason code. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	**Report Structure:**
Σ(Completion date - Committed circuit due date) ÷ (Total completed circuits with Ameritech caused missed due dates due to lack of facilities)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate. .
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

49. Measurement	
Average Delay Days For Ameritech Caused Missed Due Dates	
Definition:	
Average calendar days from due date to completion date on company missed circuits.	
Exclusions:	
• UNE and Interconnection Trunks. • Orders that are not N, T, or C.	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	**Report Structure:**
Σ(Completion date – committed circuit due date) ÷ (Total completed circuits with a Ameritech caused missed due date)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

50. Measurement	
Percent Ameritech Caused Missed Due Dates > 30 days	
Definition:	
Percentage of circuits where installation was completed greater than 30 days following the due date.	
Exclusions:	
• CLEC caused misses. • UNE and Interconnection Trunks. • Orders that are not N, T, or C.	
Business Rules:	
This includes items completed after the Due Date, due to an Ameritech reason. This measurement is reported at a circuit level for all Specials.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	**Report Structure:**
(# of circuits completed greater than 30 days following the due date ÷ total installed circuits) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

51. Measurement	
Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech	
Definition:	
The total number of orders that were cancelled by the CLEC after the order due date. Only orders cancelled with Ameritech missed codes are included.	
Exclusions:	
• UNE and Interconnection Trunk. • Orders that are not N, T, or C. • CLEC delayed orders.	
Business Rules:	
Includes orders that are cancelled by the customer after the negotiated due date and prior to completion.	
Levels of Disaggregation:	
• See Measurement No. 43 The count will be divided into the following days past due groupings: • 1-30 • 31-90 • > 90	
Calculation:	**Report Structure:**
# of orders cancelled after the Due Date	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail. Diagnostic. No benchmark required.	

51.1 Measurement	
Average Delay Days for Ameritech Caused Canceled Orders	
Definition:	
Average calendar days from due date to Cancel date on company missed orders. Only orders cancelled with Ameritech missed codes are included.	
Exclusions:	
• UNE and Interconnection Trunk. • Orders that are not N, T, or C. • CLEC delayed orders.	
Business Rules:	
Counts the average calendar days between the due date and the cancel date for orders that are cancelled by the customer after the negotiated due date and prior to completion.	
Levels of Disaggregation:	
See Measure 51 • Resale Specials	
Calculation:	**Report Structure:**
(total number of delay days)/ total canceled orders Delay Days are Defined as (complete date – due date)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail. Diagnostic. No benchmark required.	

Maintenance

52. Measurement	
Mean Time To Restore	
Definition:	
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
Exclusions:	
• UNE and Interconnection Trunk. • No Access Time. • Delayed Maintenance Time.	
Business Rules:	
The start time is when the customer report is received and the stop time is when the report is closed in WFA. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	**Report Structure:**
Σ[(Date and time trouble report is cleared) - (date and time trouble report is received)] ÷ total network customer trouble reports	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail.	

53. Measurement	
Percent Repeat Reports	
Definition:	
Percentage of network customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
• UNE and Interconnection Trunk	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	**Report Structure:**
(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail.	

54. Measurement	
Failure Frequency	
Definition:	
The number of network customer trouble reports within a calendar month per 100 circuits.	
Exclusions:	
• UNE and Interconnection Trunks.	
Business Rules:	
CLEC and Ameritech repair reports are entered into and tracked via WFA. Measured reports are counted in the month they close.	
Levels of Disaggregation:	
See Measurement No. 43	
Calculation:	**Report Structure:**
(# of network trouble reports ÷ Total in service circuits) ÷ 100)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

UNBUNDLED NETWORK ELEMENTS (UNES)

Provisioning

55. Measurement
Average Installation Interval
Definition:
Average business days from application date to completion date for N, T, and C orders. The "X" business days is determined based on quantity of UNE loops ordered and the associated standard interval.
Exclusions:
• Specials and Interconnection Trunks. • UNE Combos captured in the POTS or Specials measurements. • Orders that are not N, T, or C. • CLEC requested due dates greater than "X" business days as set out below. • CLEC caused misses. • Orders where CLECs are charged expedite charges • Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.
Business Rules:
The Application Date is the day that Ameritech receives the customer initiated service request. The Completion Date is the day that Ameritech personnel complete the service order activity. The base of items is out of WFA (Work Force Administration). **If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.**
Levels of Disaggregation:

Geographic, per State Agreements • 2 Wire Analog (1-10) • 2 Wire Analog (11-20) • 2 Wire Analog (20+) • 2 Wire Digital (1-10) • 2 Wire Digital (11-20) • 2 Wire Digital (20+) • 2 Wire INP (1-10) • 2 Wire INP (11-20) • 2 Wire INP (20+) • DS1 loop(includes PRI) • Switch Ports – Analog Port • Switch Ports – BRI Port (1-50) • Switch Ports – BRI Port (50+) • Switch Ports – PRI Port (1-20) • Switch Ports – PRI Port (20+) • DS1 Trunk Port (1 to 10) • DS1 Trunk Port (11 to 20) • DS1 Trunk Port (20+) • Dedicated Transport (DS0, DS1, and DS3) (1 to 10) • Dedicated Transport (DS0, DS1, and DS3) (11 to 20) • Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types

Calculation:	**Report Structure:**
[Σ(Completion Date - Application Date)] ÷ (Total items completed)	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:
Tier 1 – None Tier 2 – None
Benchmark:

Indiana

The standard offered interval is defined in business days as follows:

- 2 Wire Analog (1-10) – 3 Days
- 2 Wire Analog (11-20) – 7 Days
- 2 Wire Analog (20+) – 10 Days
- 2 Wire Digital (1-10) – 3 Days
- 2 Wire Digital (11-20) – 7 Days
- 2 Wire Digital (20+) – 10 Days
- 2 Wire INP (1-10) – 3 Days
- 2 Wire INP (11-20) – 7 Days
- 2 Wire INP (20+) – 10 Days
- DS1 loop(includes PRI) – 3 Days
- Switch Ports – Analog Port – 2 Days
- Switch Ports – BRI Port (1-50) – 3 Days
- Switch Ports – BRI Port (50+) – 5 Days
- Switch Ports – PRI Port (1-20) – 5 Days
- Switch Ports – PRI Port (20+) – 10 Days
- DS1 Trunk Port (1 to 10) – 3 Days
- DS1 Trunk Port (11 to 20) – 5 Days
- DS1 Trunk Port (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB

55.1. Measurement

Average Installation Interval - DSL

Definition:

Average business days from application date to completion date for N, T, and C orders.

Exclusions:

- Orders that are not N, T, or C.
- CLEC requested due dates greater than the offered interval.
- CLEC caused misses.
- Orders where CLECs are charged expedite charges

Business Rules:

The Application Date is the day that the CLEC authorizes Ameritech to provision the DSL based on the loop qualification. If the loop qualification determines that no conditioning is required, Ameritech will initiate the service order when the loop qualification is returned from Ameritech engineering but the date the order was received will be the application date. If conditioning is required, Ameritech will reject the order back to the CLEC and wait for a supplement from the CLEC notifying Ameritech of the appropriate action to take. If the CLEC supplements the DSL order, Ameritech will issue the order and the application date will be the date that Ameritech receives the supplement. The Completion Date is the day that Ameritech personnel complete the service order activity. The base of items is out of WFA (Work Force Administration) and it is reported at a circuit level.
If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.

Levels of Disaggregation:

Geographic, per State Agreements
Loops requiring conditioning
- Line Sharing
- No Line Sharing

Loops requiring no conditioning
- Line Sharing
- No Line Sharing
- Broadband Service Product

Calculation:	Report Structure:
[Σ(Completion Date - Application Date)] ÷ (Total items completed)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

Tier 1 – High
Tier 2 – High

Benchmark:

- Non-Conditioned Loops with no line sharing– 5 Business Days. Critical z-value applies.
- Conditioned Loops with no line sharing – 10 Business Days. Critical z-value applies.
- Loops with line sharing – Parity

55.2 Measurement (New Measure)

Average Installation Interval for Loop With LNP

Definition:

Average business days from the receipt of an accurate LSR to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than "X" business days. The "X" business days is determined based on quantity of UNE loops ordered and the associated standard interval.

Exclusions:

- Specials and Interconnection Trunks
- Excludes UNE Combinations captured in the POTS or Specials measurements
- Excludes orders that are not N, T, or C
- Excludes customer requested due dates greater than "X" business days. X is defined as follows:

	Std. Interval	"X" Days
Non-CHC		
▪ Loop with LNP (1-10) –	3 days	4 days
▪ Loop with LNP (11-20) –	7 days	8 days
▪ Loop with LNP (21+) –	10 days	11 days
CHC		
▪ Loop with LNP (1-10) –	5 days	6 days
▪ Loop with LNP (11-20) –	7 days	8 days
▪ Loop with LNP (21+) –	10 days	11 days

- Excludes customer caused misses
- NPAC caused delays unless caused by Ameritech
- Orders where CLECs are charged expedite charges

Business Rules:

The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that Ameritech personnel complete the service order activity. From an interval perspective, an LSR received before 3PM is considered to be received on that day, an LSR received after 3PM is considered to be received the next day. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.

If an order is completed on a Saturday, Sunday, or Holiday, Ameritech will include that day in the calculation of interval.

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
- >30 TNs, including entire NXX: The due dates are negotiated.

Levels of Disaggregation:	
Geographic, per State Agreements CHC ▪ Loop with LNP (1-10) ▪ Loop with LNP (11-20) ▪ Loop with LNP (21+) Non CHC ▪ Loop with LNP (1-10) ▪ Loop with LNP (11-20) ▪ Loop with LNP (21+)	
Calculation:	**Report Structure:**
[Σ(completion date – application date)] ÷ (Total number of orders completed)	Reported for CLEC, all CLECs. and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

55.3 Measurement (New Measure)	
Percent xDSL-capable loop orders requiring the removal of load coils and or repeaters.	
Definition:	
The percentage of all xDSL-capable loops, greater than 12,000 feet (based on designed loop makeup information), ordered that require the removal of load coils or repeaters to provision xDSL services.	
Exclusions:	
▪ Loops under 12,000 feet ▪ Loops conditioned through the FMOD process	
Business Rules:	
The percentage of all orders for xDSL-capable loops where the removal of load coils or repeaters has been requested by the CLEC. This PM is measuring loops conditioned based on pre-qualification data rather than loop conditioning required by the FMOD process. In other words, loops that are conditioned through the FMOD process SHOULD NOT be counted in this measure.	
Levels of Disaggregation:	
• Loops between 12,000 feet and 17,500 feet • Loops over 17,500 feet	
Calculation:	**Report Structure:**
[Σ(number of xDSL-capable loops requesting the removal of load coils or repeaters] ÷ (Total number of orders for xDSL-capable loops UNEs completed)	Reported for CLEC, SWBT DSL Affiliate, and all CLECs.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

56. Measurement	
Percent Installations Completed Within "X" Days	
Definition:	
Percent installations completed within "X" business days.	
Exclusions:	
• Specials and Interconnection Trunks. • UNE Combos captured in the POTS or Specials measurements. • Orders that are not N, T, or C. • CLEC requested due dates greater than "X" business days as set out in benchmark. • CLEC caused misses. • Orders where CLECs are charged expedite charges • Service requests involving major projects mutually agreed upon by CLECs and Ameritech. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers.	
Business Rules:	
See Measurement No. 55.	
Levels of Disaggregation:	
Geographic, per State Agreements • See Benchmark	
Calculation:	**Report Structure:**
(# of items installed within "X" business days ÷ total items) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	

95% within "X" days

- 2 Wire Analog (1-10) – 3 Days
- 2 Wire Analog (11-20) – 7 Days
- 2 Wire Analog (20+) – 10 Days
- 2 Wire Digital (1-10) – 3 Days
- 2 Wire Digital (11-20) – 7 Days
- 2 Wire Digital (20+) – 10 Days
- 2 Wire INP (1-10) – 3 Days
- 2 Wire INP (11-20) – 7 Days
- 2 Wire INP (20+) – 10 Days
- DS1 loop(includes PRI) – 3 Days
- Switch Ports – Analog Port – 2 Days
- Switch Ports – BRI Port (1-50) – 3 Days
- Switch Ports – BRI Port (50+) – 5 Days
- Switch Ports – PRI Port (1-20) – 5 Days
- Switch Ports – PRI Port (20+) – 10 Days
- DS1 Trunk Port (1 to 10) – 3 Days
- DS1 Trunk Port (11 to 20) – 5 Days
- DS1 Trunk Port (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB
- DSL with no Line Sharing – Non Conditioned – 5 Days
- DSL with no Line Sharing – Conditioned – 10 Days
- DSL with Line Sharing Parity with ASI

57. Measurement	
Average Response Time for Manual Loop Make-Up Information	
Definition:	
The average time required to provide loop qualification for ADSL.	
Exclusions:	
None	
Business Rules:	
The time starts when a request is received by the CLEC and ends when the information on the loop qualification has been made available to the CLEC.	
Levels of Disaggregation:	
• ADSL. • Other DSL as required.	
Calculation:	**Report Structure:**
Σ(Date and Time the Loop Qualification is made available to CLEC – Date and Time the CLEC request is received)/Total loop qualifications	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – Medium	
Benchmark:	
Parity with Ameritech Affiliate	

58. Measurement	
Percent Ameritech Caused Missed Due Dates	
Definition:	
Percentage of items where installations are not completed by the negotiated due date.	
Exclusions:	
• Specials and Interconnection Trunks. • UNE Combos captured in the POTS or Specials measurements. • Orders that are not N, T, or C. • CLEC caused misses. • Orders that are covered in Facility Modification Missed Due Date measure (WI #8)	
Business Rules:	
This includes items completed after the Due Date, due to an Ameritech reason. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.	
Levels of Disaggregation:	
Geographic, per State Agreements See benchmark. Broadband Service Product	
Calculation:	**Report Structure:**
(# of UNEs with missed due dates ÷ total items installed) *100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	

Indiana

Parity:	Retail Comparison:
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW)	POTS (Res/Bus and FW)
1a. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (NFW)	POTS (Res./Bus NFW)

The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.

2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	VGPL
3. BRI Loop with Test Access	ISDN BRI
4. ISDN BRI Port	ISDN BRI
5. DS1 Loop with Test Access	DS1 & ISDN PRI
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops w/ Line Sharing	Parity with Ameritech Affiliate
14. DSL Loops w/out Line Sharing	5% (No critical z-value applies) for PM 58

Parity with Ameritech Affiliate for other PMs if not otherwise noted in the specific PM

59. Measurement	
Percent Trouble Reports Within 30 Days (I-30) of Installation	
Definition:	
Percentage of items that receive a network customer trouble report within 30 calendar days of service order completion.	
Exclusions:	
• Specials and Interconnection Trunks. • Non-measured reports (CPE, Interexchange, and Information reports). • UNE Combos captured in the POTS or Specials measurements. • Trouble report received on the due date before service order completion. • Orders that are not N, T, or C.	
Business Rules:	
A trouble report is counted if it is received within 30 days of a service order completion. The service order which generated the report must be an "add" in order for the trouble report to be counted. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs.	
Levels of Disaggregation:	
Geographic, per State Agreements See Benchmark. Broadband Service Product	
Calculation:	**Report Structure:**
(# of UNEs that receive a network customer trouble report within 30 calendar days of service order completion ÷ total items installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
See Measurement 58 except as follows: (DSL Loops – No Line Sharing 6% (No critical z-value applies)	

60. Measurement	
Percent Ameritech Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percentage of items with missed committed due dates due to lack of facilities.	
Exclusions:	
• Specials and Interconnection Trunks. • UNE Combos captured in the POTS or Specials measurements. • Orders that are not N, T, or C.	
Business Rules:	
Includes orders with a completion date that is greater than the due date based on an Ameritech missed reason code for lack of facilities. This measurement is reported at a circuit level for all UNEs. Count any unsolicited FOC which modifies the due date as a missed due date.	
Levels of Disaggregation:	
Geographic, per State Agreements • See Benchmark • Reported for > 30 calendar days & > 90 calendar days	
Calculation:	**Report Structure:**
(# of UNEs with missed committed due dates due to lack of facilities ÷ total items installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
See Measurement No. 58. DSL Loops w/out Line Sharing – 5% (No Critical Z value applies)	

61. Measurement	
Average Delay Days for Missed Due Dates Due To Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed items due to lack of facilities.	
Exclusions:	
• Specials and Interconnection Trunks. • UNE Combos captured in the POTS or Specials measurements. • Orders that are not N, T, or C.	
Business Rules:	
Includes orders missed due to lack of facilities that are selected based on the missed reason code. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
Geographic, per State Agreements • See Benchmark	
Calculation:	**Report Structure:**
Σ(Completion date - UNE(8db loops are measured at the order level) due date) ÷ (total closed items with Ameritech caused missed due dates due to lack of facilities)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate. .
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
See Measurement No. 58 DSL Loops w/out Line Sharing – Parity with Ameritech Affiliate	

62. Measurement	
Average Delay Days For Ameritech Caused Missed Due Dates	
Definition:	
Average calendar days from due date to completion date on company missed items.	
Exclusions:	
• Specials and Interconnection Trunks. • UNE Combos captured in the POTS or Specials measurements. • Orders that are not N, T, or C.	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
Geographic, per State Agreements See Benchmark	
Calculation:	**Report Structure:**
Σ(Completion date – UNE due date ÷ (total closed items with Ameritech caused missed due dates)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
See Measurement No. 58 except as follows: DSL Loops – No Line Sharing 6.5 Days (No Critical z value applies)	

63. Measurement	
Percent Ameritech Caused Missed Due Dates > 30 days	
Definition:	
Percentage of items where installation was completed greater than 30 days following the due date.	
Exclusions:	
• Specials and Interconnection Trunks. • CLEC caused misses.	
Business Rules:	
Geographic, per State Agreements See Measurement No. 58	
Levels of Disaggregation:	
See Benchmark	
Calculation:	**Report Structure:**
(# of UNEs completed greater than 30 days following the due date ÷ total items * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
See Measurement No. 58	

64. Measurement	
Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech	
Definition:	
A count of the total number of orders that were cancelled after the order due date. Only orders cancelled with Ameritech missed codes are included.	
Exclusions:	
• CLEC delayed orders. • Orders that are not N, T, or C.	
Business Rules:	
Includes orders that are cancelled by the CLEC after the negotiated due date and prior to completion.	
Levels of Disaggregation:	
Geographic, per State Agreements See Measure #58. The count will be divided into the following days past due groupings: • 1-30 • 31-90 • > 90	
Calculation:	**Report Structure:**
# of orders cancelled after the Due Date	Reported for individual CLECs, the aggregate of all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail. Diagnostic. No benchmark required.	

64.1 Measurement	
Average Delay Days for Ameritech Caused Canceled Orders - UNE	
Definition:	
Average calendar days from due date to Cancel date on company missed orders. Only orders cancelled with Ameritech missed codes are included.	
Exclusions:	
• CLEC delayed orders. • Orders that are not N, T, or C.	
Business Rules:	
Counts the average calendar days between the due date and the cancel date for orders that are cancelled by the customer after the negotiated due date and prior to completion.	
Levels of Disaggregation:	
See measure 64 • UNE	
Calculation:	**Report Structure:**
(total number of delay days)/ total canceled orders Delay Days are Defined as (complete date – due date)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail. Diagnostic. No benchmark required.	

Maintenance

65. Measurement	
Trouble Report Rate	
Definition:	
The number of network customer trouble reports within a calendar month per 100 UNEs.	
Exclusions:	
• Specials and Interconnection Trunks. • Non-measured reports (CPE, Interexchange, and Information reports).	
Business Rules:	
Repair reports are entered into and tracked via WFA. Reports are counted in the month they close.	
Levels of Disaggregation:	
Geographic, per State Agreements See Benchmark Broadband Service Product	
Calculation:	**Report Structure:**
[# of network trouble reports ÷ (Total UNEs in service ÷ 100)]	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	

Indiana

Parity:	Retail Comparison:
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access	POTS (Bus FW)
The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state.	
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	VGPL
3. BRI Loop with Test Access	ISDN BRI
4. ISDN BRI Port	ISDN BRI
5. DS1 Loop with Test Access	DS1 & ISDN PRI
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops w/ Line Sharing	Ameritech Affiliate
14. DSL Loops w/out Line Sharing	3% (No Critical z applies.)
15. Interconnection Trunks	Inter-office Trunks

66. Measurement	
Percent Missed Repair Commitments	
Definition:	
Percentage of trouble reports not cleared by the commitment time due to Ameritech reasons.	
Exclusions:	
• Specials and Interconnection Trunks. • All Combos other than 8db loops. • Non-measured reports (CPE, Interexchange, and Information reports).	
Business Rules:	
The commitment time is defined as 24 hours. If the cleared date and time minus the receive date and time > 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID. Reports are counted the month they are closed.	
Levels of Disaggregation:	
Geographic, per State Agreements 2-Wire Analog 8dB Loop. DSL line sharing Broadband Service Product	
Calculation:	**Report Structure:**
(# of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100	Reported for CLEC all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with Ameritech POTS Business FW for 2-Wire Analog 8dB Loop. Parity with Ameritech Affiliate for DSL line sharing.	

67. Measurement	
Mean Time To Restore	
Definition:	
Average duration of network CLEC trouble reports from the receipt of the CLEC trouble report to the time the trouble report is cleared.	
Exclusions:	
• See Measurement No. 65. • No Access Time. • Delayed Maintenance Time.	
Business Rules:	
The start time is when the report is received. The stop time is when the report is cleared in WFA.	
Levels of Disaggregation:	
Geographic, per State Agreements See Benchmark. • Dispatch / No Dispatch. • Broadband Service Product	
Calculation:	**Report Structure:**
Σ[(Date and time trouble report is cleared) - (date and time trouble report is received)] ÷ total network customer trouble reports	Reported for CLEC all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
See Measurement No. 58. Except as follows: DSL Loops with Line Sharing – Parity DSL Loops with no Line Sharing –9.0 hours (critical z-value does not apply)	

68. Measurement	
Percent Out Of Service (OOS) < "24" Hours	
Definition:	
Percentage of OOS trouble reports cleared in less than 24 hours.	
Exclusions:	
See Measurement No. 66.	
Business Rules:	
The close date and time minus the receive date and time must be greater than 0 and less than 24 hours for it to count as a trouble report that was cleared in less than 24 hours.	
Levels of Disaggregation:	
Geographic, per State Agreements • 2-Wire Analog 8dB Loop.	
Calculation:	**Report Structure:**
(# of OOS trouble reports < 24 hours ÷ total OOS trouble reports) * 100	Reported for CLEC all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
Parity with Ameritech POTS Business and Residence combined.	

69. Measurement	
Percent Repeat Reports	
Definition:	
Percentage of network customer trouble reports received within 30 calendar days of a previous customer trouble report.	
Exclusions:	
• Specials and Interconnection Trunks. • Non-measured reports (CPE, Interexchange, and Information reports).	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.	
Levels of Disaggregation:	
Geographic, per State Agreements See Benchmark.	
Calculation:	**Report Structure:**
(# of network customer trouble reports received within 30 calendar days of a previous customer trouble report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs. Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
See Measurement No. 65. Except as follows: DSL Loops with Line Sharing – Parity DSL Loops with no Line Sharing – 12.0% (Critical z-value does not apply)	

INTERCONNECTION TRUNKS

70. Measurement:	
Percentage of Trunk Blockage (Call Blockage)	
Definition:	
Percentage of calls blocked on outgoing traffic from Ameritech end office to CLEC end office and from Ameritech tandem to CLEC end office.	
Exclusions:	
• Weekends and Holidays • If CLECs have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control. • Ameritech is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks. • If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by Ameritech or in the timeframe specified in the ICA. • If CLEC fails to provide a forecast. • If CLEC's actual trunk usage, as shown by Ameritech from traffic usage studies, is more than 25% above CLEC's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement. The exclusions do not apply if Ameritech fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if Ameritech refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.	
Business Rules:	
Blocked calls and total calls are gathered during 20 business days.	
Levels of Disaggregation:	
• Ameritech end office to CLEC end office. • Ameritech tandem to CLEC end office.	
Calculation:	**Report Structure:**
(# of blocked calls ÷ total calls offered) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier-1 High Tier-2 High	
Benchmark:	
Dedicated Trunk Groups not to exceed blocking standard of B.01.	

70.1 Measurement: (New Measure)	
Trunk Blockage Exclusions	
Definition:	
Number of calls blocked on outgoing traffic from AIT end office to CLEC end office and from AIT tandem to CLEC end office that are excluded from the trunk blockage data reported under PM 70.	
Exclusions:	
• None	
Business Rules	
Number of blocked calls and total calls excluded from the monthly blockage data reported under Performance Measurement 70. No penalties or liquidated damages apply. See PM 70 for list of the exclusions.	
Levels of Disaggregation:	
• By Market Region.	
Calculation:	**Report Structure:**
Count of Excluded blocked calls	Reported for CLEC and all CLECs.
Measurement Type:	
Tier-1 None Tier-2 None	
Benchmark:	
Diagnostic	

70.2 Measurement: (New Measure)
Percentage of Trunk Blockage (Trunk Groups)
Definition:
Percentage of trunk groups (TGs) with calls blocked on outgoing traffic from Ameritech end office to CLEC end office, and from Ameritech tandem office to CLEC end office. This measure is evaluated using a three month rolling average of trunk group blockage. (This measure is only valid if a CLEC has 20 or more trunk groups.)
Exclusions:
If CLECs have more than 10% of the trunks of a particular TG busied-out for maintenance at their end, that TG will be excluded from that months calculations. A TG may be excluded from the calculations for a particular month if AT&T is found to be not ready for turn-up on the negotiated Due Date in 3 consecutive instances within the month. If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 business days when a Call Blocking situation is identified in a Final Trunk Group by Ameritech or in the timeframe specified in the ICA, (Article 4.3.13) the TG in question may be excluded from the calculations for that particular month. If CLEC fails to provide a forecast for a particular TG, that TG will be excluded from calculations until a forecast is provided. If CLECs actual "trunks required" calculation, as shown by Ameritech from traffic usage studies, is more than 150% of CLEC's forecast for the TG in question, which was delivered to Ameritech 6 months prior, unless a different timeframe is specified in an interconnection agreement., that particular TG may be excluded from the calculations for that particular month. New trunk groups that have not been in service for six months may be excluded from calculations for that 6 month period. Nevertheless, utilization data will be gathered upon turn-up of the TG. • The exclusions do not apply if Ameritech fails to timely provide the CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if Ameritech refused to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's forecast regardless of what the current usage data is.

Business Rules:	
• Blocked calls and total calls are gathered on all reportable trunk groups during the official 20 day study month. Busy hour statistics are determined for reporting purposes.	
Levels of Disaggregation:	
• Ameritech end office to CLEC end office. • Ameritech tandem to CLEC end office.	
Calculation:	**Report Structure:**
(# of trunk groups exceeding 1% blocking for each of three consecutive months / total # trunk groups in service).	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliates.
Measurement Type:	
Tier-1 None Tier-2 None	
Benchmark:	
Diagnostic. 99% of trunk groups not exceeding 1% blocking for three consecutive months, as a rolling average, with no single TG exceeding 1% blocking for more than 1 month.	

71. Measurement:	
Common Transport Trunk Blockage	
Definition:	
Percentage of local common transport trunk groups exceeding 2% blockage.	
Exclusions:	
• No data is collected on weekends.	
Business Rules:	
Blocked calls and total calls are gathered during the official 20 day study for intraLATA traffic month.	
Levels of Disaggregation:	
• Common trunk groups where CLECs share ILEC trunks • Common trunk groups for CLECs not shared by ILEC	
Calculation:	**Report Structure:**
(# of common transport trunk groups exceeding 2% blocking ÷ total common transport trunk groups) * 100.	Reported on local common transport trunk groups, and Ameritech Affiliate.
Measurement Type:	
Tier-1 None Tier-2 High	
Benchmark:	
State Standard of 3% or parity, whichever allows less blocking in a given month.	

72. Measurement	
Distribution Of Common Transport Trunk Groups > 2%	
Definition:	
A distribution of trunk groups exceeding 2% reflecting the various levels of blocking.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 71.	
Levels of Disaggregation:	
• Levels of Blocking equal to 2-2.99% • Levels of Blocking equal to 3-3.99% • Levels of Blocking equal to 4-5.99% • Levels of Blocking equal to 6-9.99% • Levels of Blocking equal 10% or greater	
Calculation:	**Report Structure:**
# of trunk groups exceeding the threshold contained in the levels of Disaggregation.	Reported on local common transport trunk groups, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

73. Measurement	
Percentage Missed Due Dates – Interconnection Trunks	
Definition:	
Percentage of trunk order due dates missed on interconnection trunks.	
Exclusions:	
• CLEC Caused Misses.	
Business Rules:	
The Due Date starts the clock. The Completion Date is the day that Ameritech personnel complete the service order activity and it is accepted by the CLEC, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level.	
Levels of Disaggregation:	
• 911 • OS/DA • SS7 • Interconnection Trunks	
Calculation:	**Report Structure:**
(# of trunk circuits missed ÷ total trunk circuits installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate
Measurement Type:	
Tier 1 – Medium Tier 2 – None	
Benchmark:	
Parity with Ameritech Interoffice Facility Trunks.	

74. Measurement	
Average Delay Days For Missed Due Dates – Interconnection Trunks	
Definition:	
Average calendar days from due date to completion date on company missed interconnection trunk orders.	
Exclusions:	
• CLEC Caused Misses.	
Business Rules:	
The calculation is the difference in calendar days between the completion date (the date the CLEC accepts the circuit) and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level.	
Levels of Disaggregation:	
• 911 • OS/DA • SS7 • Interconnection Trunks	
Calculation:	**Report Structure:**
Σ (Completion date – committed circuit due date) ÷ (Total completed trunk circuits with missed Due Dates)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity with Ameritech Interoffice Facility Trunks.	

75. Measurement:	
Percentage Ameritech Caused Missed Due Dates > 30 Days – Interconnection Trunks	
Definition:	
Percentage of Interconnection Trunk Circuits where installation was completed greater than 30 days following the due date.	
Exclusions:	
• CLEC Caused Misses.	
Business Rules:	
See Measurement No. 74	
Levels of Disaggregation:	
• 911 • OS/DA • SS7 • Interconnection Trunks	
Calculation:	**Report Structure:**
(# of interconnection trunk circuits completed greater than 30 days following the due date, ÷ total installed interconnection trunk circuits) * 100.	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier-1 Low Tier-2 None	
Benchmark:	
No more than 2% interconnection trunk orders completed > 30 days.	

76. Measurement	
Average Trunk Restoration Interval – Interconnection Trunks	
Definition:	
Average time to repair interconnection trunks. This measure is based on calendar days.	
Exclusions:	
• Excludes non-measured tickets (CPE, Interexchange, or Information).	
Business Rules:	
The start time is when the report is received. The source is WFA (Work Force Administration) and is at an item or circuit level. The stop time is when the circuit is restored and the report is cleared in WFA.	
Levels of Disaggregation:	
• 911 • OS/DA • SS7 • Interconnection Trunks	
Calculation:	**Report Structure:**
Σ[(Date and time trouble report is cleared) - (date and time trouble report is received)] ÷ total trunk trouble reports	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

77. Measurement	
Average Trunk Restoration Interval for Service Affecting Trunk Groups	
Definition:	
The average time to restore serviceaffecting trunk groups.	
Exclusions:	
None	
Business Rules:	
Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from the CLEC that identifies a service affecting condition. The clock stops after completion of work by Ameritech.	
Levels of Disaggregation:	
• Tandem trunk groups. • Non-Tandem trunk groups. • 911 • OS/DA • SS7 • Interconnection Trunks	
Calculation:	**Report Structure:**
Σ[(Date and time trouble report is cleared) - (date and time trouble report is received)] / total service affecting trunk group trouble reports	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Tandem trunk groups – 1 hour / Non-Tandem – 2 hours.	

78. Measurement:	
Average Interconnection Trunk Installation Interval	
Definition:	
The average time from receipt of a complete and accurate ASR until the completion of the trunk order.	
Exclusions:	
• Customer requested due dates greater than 20 business days	
Business Rules:	
The clock starts on the receipt of a complete and accurate ASR and the clock stops on the date the work is completed.	
Levels of Disaggregation:	
• Interconnection Trunks • SS7 Links • OS/DA • 911 Trunks	
Calculation:	**Report Structure:**
Σ(completion date of the trunk order - receipt date of complete and accurate ASR) ÷ total installed trunk orders	Reported for CLEC all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
20 Business days.	

DIRECTORY ASSISTANCE (DA) AND OPERATOR SERVICES (OS)

79. Measurement	
Directory Assistance Grade Of Service	
Definition:	
Percentage of directory assistance calls answered within "X" seconds.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation. Calls are categorized into the designated bands to determine the percentage of calls that were answered within "x" seconds.	
Levels of Disaggregation:	
• < 1.5 seconds • < 2.5 seconds • > 7.5 seconds • > 10.0 seconds • > 15.0 seconds • > 20.0 seconds • > 25.0 seconds	
Calculation:	**Report Structure:**
(Calls answered within "x" seconds ÷ total calls answered) * 100	Reported for the aggregate and all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

80. Measurement	
Directory Assistance Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Total queue time ÷ total calls answered	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
7.7 seconds	

81. Measurement	
Operator Services Grade Of Service	
Definition:	
Percentage of operator services calls answered within "X" seconds.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation. Calls are categorized into the designated bands to determine the percentage of calls that were answered within "x" seconds.	
Levels of Disaggregation:	
• < 1.5 seconds • < 2.5 seconds • > 7.5 seconds • > 10.0 seconds • > 15.0 seconds • > 20.0 seconds • > 25.0 seconds	
Calculation:	**Report Structure:**
(Calls answered within "x" seconds ÷ total calls answered) * 100	Reported for the aggregate all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

82. Measurement	
Operator Services Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Total queue time ÷ total calls answered.	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – Low	
Benchmark:	
3.3 seconds.	

83. Measurement	
Percentage of Calls Abandoned	
Definition:	
The percentage of calls where the customer hangs up while the call is in queue.	
Exclusions:	
• Ameritech generated test calls.	
Business Rules:	
The clock runs on a 24 hour cycle starting at 6:00 a.m. and ending at 6:00 a.m. This measurement determines the amount of calls that were abandoned against the number of operator positions available during the reporting period in quarter hour intervals.	
Levels of Disaggregation:	
• OS • DA	
Calculation:	**Report Structure:**
(# of calls abandoned ÷ number of operator positions available) * 100	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Aggregate measurement. No benchmark required.	

84. Measurement - CLEC Requested Removal	
Percentage of Calls Deflected	
Definition:	
Exclusions:	
Business Rules:	
Levels of Disaggregation:	
Calculation:	**Report Structure:**
Measurement Type:	
Benchmark:	

85. Measurement - CLEC Requested Removal	
Average Work Time	
Definition:	
Exclusions:	
Business Rules:	
Levels of Disaggregation:	
Calculation:	**Report Structure:**
Measurement Type:	
Benchmark:	

86. Measurement - CLEC Requested Removal	
Definition:	
Exclusions:	
Business Rules:	
Levels of Disaggregation:	
Calculation:	**Report Structure:**
Measurement Type:	
Benchmark:	

INTERIM NUMBER PORTABILITY (INP)

87. Measurement	
~~Percentage Installation Completed Within "X" (3, 7, 10) Days~~	
Definition:	
~~Percentage of installations completed within "x" (3, 7, 10) business days.~~	
Exclusions:	
• ~~Excludes customer caused misses.~~ • ~~Excludes customer requested due dates greater than "x" (3, 7, 10) business days.~~ • ~~Excludes Weekends and Holidays.~~	
Business Rules:	
~~The Application Date is the day that the customer initiated the service request. The Completion Date is the day that Ameritech personnel complete the service order activity. The orders are flagged as INP by USOC codes on the order.~~	
Levels of Disaggregation:	
• ~~1-10 numbers~~ • ~~11-20 numbers~~ • ~~>20~~	
Calculation:	**Report Structure:**
~~Total INP orders installed within "x" (3, 7, 10) business days ÷ total INP orders within "x" (3, 7, 10) business days.~~	~~Reported for CLEC and all CLECs.~~
Measurement Type:	
~~Tier 1 – None~~ ~~Tier 2 – None~~	
Benchmark:	
~~90% within "X" business days~~ • ~~1-10 numbers (3 days)~~ • ~~11-20 numbers (7 days)~~ • ~~>20 (10 days)~~	
Notes:	
This measure is not technically feasible to implement as Ameritech does not offer INP.	

88. Measurement	
~~Average INP Installation Interval~~	
Definition:	
~~Average business days from application date to completion date for INP orders.~~	
Exclusions:	
~~Excludes customer requested due dates greater than the Ameritech standard interval.~~	
Business Rules:	
~~See Measurement No. 87~~	
Levels of Disaggregation:	
~~See Measurement No. 87~~	
Calculation:	**Report Structure:**
~~(Total business days from application to completion date for INP orders ÷ total INP orders) * 100~~	~~Reported for CLEC and all CLECs.~~
Measurement Type:	
~~Tier 1 – Low~~ ~~Tier 2 – None~~	
Benchmark:	
~~For calculation of Tier 1 damages, see Measurement No. 87. The benchmark will be established during the 6 month review.~~	
Notes:	
This measure is not technically feasible to implement as Ameritech does not offer INP.	

89. Measurement	
~~Percentage INP Only I Reports Within 30 Days~~	
Definition:	
~~Percentage of INP N, T, C orders that receive a network customer trouble report.~~	
Exclusions:	
• ~~Excludes customer provided equipment (CPE) or wiring within 30 calendar days of service order completion.~~ • ~~Excludes subsequent reports and all disposition "13" reports (excludable reports), with the exception of 1316, unless the trouble report is taken prior to completion of the service order.~~	
Business Rules:	
~~A trouble report is counted if it is mechanically flagged in LMOS as a trouble report that had a service completion within 30 days. The tickets are flagged as INP by matching the telephone number and order number against an order that is marked as INP based on the USOC codes on the order.~~	
Levels of Disaggregation:	
~~None~~	
Calculation:	**Report Structure:**
~~(Count of INP N, T, C orders that receive a network customer trouble report within 30 calendar days of service order completion ÷ total INP N, T, C orders (excludes trouble reports received on the due date)) * 100~~	~~Reported for CLEC and all CLECs.~~
Measurement Type:	
~~Tier 1 – Medium~~ ~~Tier 2 – None~~	
Benchmark:	
~~Parity with Ameritech POTS NFW I reports within 30 days.~~	
Notes:	
This measure is not technically feasible to implement as Ameritech does not offer INP.	

90. Measurement	
~~Percentage Missed Due Dates (INP Only)~~	
Definition:	
~~Percentage of INP N, T, and C orders where installations are not completed by the negotiated due date.~~	
Exclusions:	
~~Excludes customer caused misses.~~	
Business Rules:	
~~The Due Date starts the clock. The Completion Date is the day that Ameritech personnel complete the service order activity, which stops the clock.~~	
Levels of Disaggregation:	
~~None~~	
Calculation:	**Report Structure:**
~~(Count of INP N, T, C orders with missed due dates excluding customer caused misses ÷ total number of INP N, T, C orders) *100~~	~~Reported for CLEC and all CLECs.~~
Measurement Type:	
~~Tier 1 – Medium~~ ~~Tier 2 – None~~	
Benchmark:	
~~Parity with SWBT POTS – NFW percent missed due dates.~~	
Notes:	
This measure is not technically feasible to implement as Ameritech does not offer INP.	

LOCAL NUMBER PORTABILITY (LNP)

91. Measurement:	
Percentage of LNP Only Due Dates within Industry Guidelines	
Definition:	
Percentage of LNP Due date interval that meets the industry standard established by the North American Numbering Council (NANC).	
Exclusions:	
• CLEC caused or requested delays. • NPAC caused delays unless caused by Ameritech. • CLEC requested Due Dates outside industry guidelines.	
Business Rules:	
Industry guidelines for due dates for LNP are as follows: • For Offices in which NXXs are previously opened – 3 Business Days. • New NXX – 5 Business days on LNP capable NXX. • Day after new NXX is opened – 4 Business days. The above-noted due dates are from the date of the FOC issuance. For partial LNP conversions that require restructuring of a customer account: • 1-100 TNs: The LNP due date intervals will continue to be three business days and five business days from the issuance of the FOC depending on whether the NXX has been previously opened or is new. • >100 TNs, including entire NXX: The due dates are negotiated.	
Levels of Disaggregation:	
• NXXs Complete. • NXXs Partial (1- 100).	
Calculation:	**Report Structure:**
(# of LNP TNs implemented within Industry guidelines ÷ total LNP TNs) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here.	

92. Measurement:	
Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer	
Definition:	
Percentage of time the old service provider releases subscription(s) to NPAC within the first (T1) or the second (T2) 9-hour timers.	
Exclusions:	
• CLEC caused or requested delays. • NPAC caused delays unless caused by Ameritech. • Cases where Ameritech did the release but the New Service Provider did not respond prior to the expiration of the T2 timer. This sequence of events causes the NPAC to send a cancel of Ameritech's release request. In these cases, Ameritech may have to re-work to release the TN so it can be ported to meet the due date.	
Business Rules:	
Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer ÷ total LNP TNs for which the subscription was released) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here.	

93. Measurement:	
Percentage of Customer Accounts Restructured by the LNP Due Date	
Definition:	
Percentage of accounts restructured within the LNP order due date established in Measurement No. 91, and/or negotiated due date for orders that contain more than 30 TNs.	
Exclusions:	
None	
Business Rules:	
• See Measurement No. 91. • This measure is for partial LNPs only. Note: Ameritech restructures the account on the same order as the provisioning.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of LNP orders that were restructured by LNP due date) ÷ (total LNP orders that require customer accounts to be restructured) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type	
Tier 1 – Low Tier 2 – None	
Benchmark:	
96.5%	

94. Measurement:
Percentage FOCs Returned Within "X" Hours
Definition:
Percentage of FOCs returned within a specified time frame from receipt of complete and accurate LNP or LNP with Loop service request to return of confirmation to CLEC.
Exclusions:
• Rejected orders. • Ameritech retail disconnect orders in conjunction with wholesale migrations. • Orders involving major projects For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's Performance shall not include Service Bureau Provider processing, availability or response time.
Business Rules:
See Business Rule for Measure 5.
Levels of Disaggregation:

Orders are measured according to how the Service Order was received via Ameritech (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed. Ameritech will measure unsolicited FOCs as jeopardies.

Manual Requests:

- Simple Residence and Business LNP Only (1-19 Lines)< 24 Clock Hours
- LNP with Loop (1-19 Loops) < 24 Clock Hours
- Simple Residence and Business LNP Only (20+ lines) < 48 Clock Hours
- LNP with Loop (20+ Loops) < 48 Clock Hours
- LNP Complex Business (1-19 Lines) < 24 Clock Hours
- LNP Complex Business (20-50 Lines) < 48 Clock Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours

Electronic Requests via EDI:

- Simple Residence and Business LNP Only (1-19 Lines) Manually Processed < 5 Business Hours
- Simple Residence and Business LNP Only (1-19 Lines) Electronically Processed < 2 Business Hours
- LNP with Loop (1-19 Loops) Manually Processed < 5 Business Hours
- LNP with Loop (1-19 Loops) Electronically Processed < 2 Business Hours
- Simple Residence and Business LNP Only (20+ lines) < 48 Clock Hours
- LNP with Loop (20+ Loops) < 48 Clock Hours
- LNP Complex Business (1-19 Lines) < 24 Clock Hours
- LNP Complex Business (20-50 Lines) < 48 Clock Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours

Calculation:	Report Structure:
(# of FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

Tier 1 – Low
Tier 2 – Medium

Benchmark:

95%, and the average for the remainder of each measure disaggregated shall not exceed 20% of the established benchmark.

94.1 Measurement: (New Measure)	
Average Time To Return FOC	
Definition:	
The average time to return FOC from receipt of complete and accurate service request to return of confirmation to CLEC.	
Exclusions:	
• Rejected Orders. • Ameritech retail disconnect orders conjunction with wholesale migrations. • Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.	
Business Rules:	
See Measurement No. 94. Measurement is disaggregated according to product type and order size only, and includes orders submitted either electronically or manually.	
Levels of Disaggregation:	
Manual Requests: • Simple Residence and Business LNP Only (1-19 Lines) • LNP with Loop (1-19 Loops) • Simple Residence and Business LNP Only (20+ lines) • LNP with Loop (20+ Loops) • LNP Complex Business (1-19 Lines) • LNP Complex Business (20-50 Lines) • LNP Complex Business (50+ Lines) **Electronic Requests via EDI:** • Simple Residence and Business LNP Only (1-19 Lines) – Electronically Processed • Simple Residence and Business LNP Only (1-19 Lines) – Manually Processed • LNP with Loop (1-19 Loops) • Simple Residence and Business LNP Only (20+ lines) • LNP with Loop (20+ Loops) • LNP Complex Business (1-19 Lines) • LNP Complex Business (20-50 Lines) • LNP Complex Business (50+ Lines)	
Calculation:	**Report Structure:**
Σ[(Date and Time of FOC) - (Date and Time of Order Acknowledgment)] / Total FOCs)	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Indiana

Measurement Type:
Tier 1 – None Tier 2 – None
Benchmark:
No Benchmark

95. Measurement:	
Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes	
Definition:	
Average Response time for returning rejected non-mechanized LNP orders with complete and accurate identification of CLEC caused errors in the order.	
Exclusions:	
• None	
Business Rules:	
For each non-mechanized order, the start time is the receipt date/time of non-mechanized order, and the end time is the transmittal time of rejection notification of the order due to CLEC-caused errors. The difference between the two is the duration in hours.	
Levels of Disaggregation:	
• LNP only • LNP with Loop.	
Calculation:	**Report Structure:**
Σ(Date & Time of Order reject – Date and Time Order receipt) ÷ Total non-mechanized LNP Orders Rejected	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
5 Business Hours.	

96. Measurement:	
Percentage Pre-mature Disconnects for LNP Orders	
Definition:	
Percentage of LNP cutovers where Ameritech prematurely removes the translations, including the 10 digit trigger, prior to the scheduled conversion time.	
Exclusions:	
• Coordinated Conversions.	
Business Rules:	
The count of incidents, on a TN basis, where the translations are removed prior to the scheduled conversion. Count the number of cutovers that are prematurely disconnected (10 or more minutes before scheduled conversion time). This measure is based on a strict comparison between scheduled start time and actual start time.	
Levels of Disaggregation:	
• LNP only. • LNP with Loop.	
Calculation:	**Report Structure:**
# of premature disconnects ÷ total conversions * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
2% or Less premature disconnects starting 10 minutes before scheduled due time.	

97. Measurement:	
Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date	
Definition:	
Percentage of time Ameritech applies 10-digit trigger, where technically feasible, for LNP or LNP with loop TNs on the day prior to the due date.	
Exclusions:	
• Where not technically feasible.	
Business Rules:	
Obtain number of LNP or LNP with loop TNs where the 10-digit trigger was applied on the day prior to due date, and the total number of LNP or LNP with Loop TNs where the 10-digit trigger was applied, where technically feasible.	
Levels of Disaggregation:	
• LNP only • LNP with Loop	
Calculation:	**Report Structure:**
(# of LNP TNs for which 10-digit trigger was applied 24 hours prior to due date ÷ total LNP TNs for which 10-digit triggers were applied) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
96.5%	

98. Measurement:	
Percentage Trouble LNP (I-Reports) in 30 Days of Installation	
Definition:	
Percentage of LNP Orders that receive a network customer trouble report within 30 calendar days of service order completion.	
Exclusions:	
• Excluding subsequent reports and all disposition codes "11", "12", & "13" reports (excludable reports). • Trouble reports caused by CPE or inside wiring.	
Business Rules:	
Includes trouble reports received the day after Ameritech personnel complete the service order through 30 calendar days after completion.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of LNP Orders that receive a network customer trouble report within 30 calendar days of service order completion ÷ total LNP Orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity with Ameritech Retail POTS – No Field Work.	

99. Measurement:	
Average Delay Days for Ameritech Missed Due Dates	
Definition:	
Average calendar days from due date to completion date on company missed orders.	
Exclusions:	
• On time or early completions.	
Business Rules:	
The clock starts on the due date and the clock ends on the completion date based on posted LNP orders. Retail comparison is installations, not disconnects.	
Levels of Disaggregation:	
• LNP Only.	
Calculation:	**Report Structure:**
Σ(LNP Completion Date– LNP Order due date) ÷ total LNP orders where there was a Ameritech caused missed due date * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Medium Tier 2 – Medium	
Benchmark:	
Parity with Ameritech Retail POTS – No Field Work.	

100. Measurement:	
Average Time of Out of Service for LNP Conversions	
Definition:	
Average time to facilitate the activation request in Ameritech's network.	
Exclusions:	
• CLEC-caused errors. • NPAC-caused errors unless caused by Ameritech. • Large ports greater than 500 ports.	
Business Rules:	
The Start time is the Receipt of NPAC broadcast activation message in Ameritech's LSMS; and the End time is when the Provisioning event is done in Ameritech's LSMS. Calculate the total difference between the start time and end time in minutes for LNP activations during the reporting period.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ(LNP stop time – LNP start time) ÷ total LNP activated TNs	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
60 Minutes	

101. Measurement:	
Percent Out of Service < 60 minutes	
Definition:	
The Number of LNP related conversions where the time required to facilitate the activation of the port in Ameritech's network is less than 60, expressed as a percentage of total number of activations that took place.	
Exclusions:	
• CLEC caused errors. • NPAC caused errors unless caused by Ameritech. • Large ports greater than 500 ports.	
Business Rules:	
The Start time is the Time that an "activate NPAC" broadcast is received in Ameritech's LSMS. The End time is the Time the provisioning event is complete in Ameritech's LSMS. Count the number of conversions that took place in less than 60 minutes. There is no difference between the denominator for this measure and the denominator in measure #100.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of activated TNs provisioned in less than 60 minutes) ÷ (total LNP activated TNs) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Medium Tier 2 – Medium	
Benchmark:	
96.5%	

911

102. Measurement	
Average Time To Clear Errors	
Definition:	
The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that Ameritech installs.	
Exclusions:	
None	
Business Rules:	
The clock starts upon the receipt of the error file and the clock stops when the error is corrected.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
[Σ(Date and time error detected – date and time error cleared)] ÷ total errors	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity	

103. Measurement	
Percent Accuracy for 911 Database Updates	
Definition:	
The percentage of 911 records that were updated by Ameritech in error.	
Exclusions:	
• CLEC Caused Errors.	
Business Rules:	
The data required to calculate this measurement will be provided by the CLEC based on the compare file. CLEC requests a compare file in writing through their assigned Ameritech Account Manager. This request should provide the requesting company's name (per CLEC interconnection or resale agreement), ACNA, requested geographic area (e.g., state, NPA, etc .), if the compare file is requested by email, diskette, CD-ROM, and the CLEC contact name, number, and e-mail address. Upon request, Ameritech will provide, within 14 business days of request receipt, an electronic compare file. CLEC will be provided a file that contains all customer information for the geographic area that they request (e.g., state, NPA, etc.). The file can be provided via CR-ROM, diskette, paper or as an electronic file (transmitted) The CLEC will provide the number of records transmitted and the errors found. Ameritech will verify the records determined to be in error to validate that the records were input by Ameritech incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of Ameritech caused update errors ÷ Total updates) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

104. Measurement	
Average Time Required to Update 911 Database (Facility Based Providers)	
Definition:	
The average time it takes to update the 911 database file.	
Exclusions:	
None	
Business Rules:	
The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ(Date and time data processing begins - date and time data processing ends) ÷ total files	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity with Ameritech Retail.	

104.1 Measurement (New Measure)	
The average time it takes to unlock the 911 record	
Definition:	
The average time it takes to unlock the 911 record to allow the record to be claimed by the CLEC.	
Exclusions:	
CLEC caused delayed unlocks	
Business Rules:	
The clock starts on the date of completion and the clock stops on the date/time when the 911 record is unlocked.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Sum (SOC Date - date 911 record is unlocked)	Reported for individual CLEC, and all CLECs and SWBT affiliates
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

POLES, CONDUIT AND RIGHTS OF WAY

105. Measurement	
Percentage of requests processed within 35 Days	
Definition:	
The percentage of requests for access to poles, conduits, and right-of-ways processed within 35 days.	
Exclusions:	
None	
Business Rules:	
The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of requests processed within 35 days ÷ total requests) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
90% within 35 days.	

106. Measurement	
Average Days Required to Process a Request	
Definition:	
The average time it takes to process a request for access to poles, conduits, and right-of-ways.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 105	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ(Date request returned to CLEC – date request received from CLEC) ÷ total requests	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
See Measurement No. 105. Revised benchmark will be established during the 6 month review.	

COLLOCATION

107. Measurement	
Percentage Missed Collocation Due Dates	
Definition:	
The percentage of Ameritech caused missed due dates for collocation projects.	
Exclusions:	
None	
Business Rules:	
The clock starts when Ameritech receives an accurate and complete application form for space from the CLEC and the clock stops when the collocation space is turned over to the CLEC for their occupancy at the walk-through. If the walk-through is scheduled after the due date, then the clock stops on the due date. Due Date Extensions will be extended when mutually agreed to by Ameritech and the CLEC. Ameritech will not be deemed to have completed work on a collocation cage until the cage is suitable for use by the CLEC and the cable assignment information necessary to use the facility has been provided to the CLEC.	
Levels of Disaggregation:	
• Physical, • Virtual • Cageless • Additions	
Calculation:	**Report Structure:**
(# of Ameritech met due dates for collocation facilities ÷ total collocation completions) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
95% within the due date. Damages and Assessments will be calculated based on the number of days late.	

108. Measurement	
Average Delay Days for Ameritech Missed Due Dates	
Definition:	
The average delay days caused by Ameritech to complete collocation facilities.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 107.	
Levels of Disaggregation:	
• Physical. • Virtual • Cageless • Additions	
Calculation:	**Report Structure:**
Σ(Date collocation work completed - collocation due date) ÷ Ameritech caused missed collocation completions.	Reported for CLEC, all CLECs, and Ameritech Affiliate..
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
10% of tariffed intervals • Physical – 9 Business Days • Virtual – 6 Business Days • Cageless – 6 Business Days • Additions – 9 Business Days	

109. Measurement	
Percent of Requests Processed Within the Established Timelines	
Definition:	
The percent of requests for collocation facilities processed within the established timelines.	
Exclusions:	
• Weekends & Holidays.	
Business Rules:	
The clock starts when Ameritech receives the application. The clock stops when Ameritech responds back to the application request with a quote. Per FCC Order 99-48 (706 Collocations Requirements).	
Levels of Disaggregation:	
• Physical • Virtual • Cageless • Additions	
Calculation:	**Report Structure:**
(# of requests processed within the timeline ÷ total requests) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
90% within 10 Business Days.	

DIRECTORY ASSISTANCE DATABASE

110. Measurement	
Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs	
Definition:	
The percentage of DA database updates completed within 72 hours of receipt of the update from the CLEC for directory changes.	
Exclusions:	
• Weekends and Holidays. • Rejected updates (e.g. missing a zip code, incomplete phone number)	
Business Rules:	
For manual updates, the date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For electronic updates, the clock starts at 4:00 p.m. on the date of arrival and stops when the listing is updated. The update clerk's work hours are 7:30 a.m. to 4:00 p.m. Monday through Friday in accordance with the time zone of the receiving center. On manual requests received after 4:00 p.m. the clock will start at 7:30 a.m. the following day. Electronic orders received after 4:00 p.m. will not be processed until the following workday.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of updates completed within 72 hours ÷ total updates completed) * 100	Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
95% updated within 72 hours.	

111. Measurement	
Average Update Interval for DA Database for Facility Based CLECs	
Definition:	
The average update interval for DA database changes for facility based CLECs.	
Exclusions:	
• Weekends and holidays • Rejected updates (e.g. missing a zip code, incomplete phone number)	
Business Rules:	
See Measurement No. 110.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
[Σ (8:00 a.m. of the day following the input into the DL database – Time update received from CLEC)] ÷ total updates completed	Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
48 Hours.	

112. Measurement	
Percentage DA Database Accuracy For Manual Updates	
Definition:	
The percentage of DA records that were updated by Ameritech correctly. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. Ameritech will verify the records determined to be in error to validate that the records were input by Ameritech incorrectly.	
Exclusions:	
• Errors not submitted within 10 days of order confirmation receipt. • CLEC caused errors	
Business Rules:	
See Measurement No. 110.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of manual updates without Ameritech caused errors ÷ Total updates processed) *100	Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97%	

113. Measurement	
Percentage of Electronic Updates that Flow Through the update process Without Manual Intervention	
Definition:	
Percentage of electronic updates from entry to distribution that progress through Ameritech ordering systems to ALPSS.	
Exclusions:	
• Rejected updates.	
Business Rules:	
The number of updates, that flow through Ameritech's ordering systems and are passed to ALPSS without manual intervention, divided by the total number of updates issued within the reporting period.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of updates of that flow through to ALPSS ÷ Total updates received in the month) * 100	Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
97%.	

COORDINATED CONVERSIONS

114. Measurement	
Percentage of Premature Disconnects (Coordinated Cutovers)	
Definition:	
Percentage of coordinated cutovers where Ameritech prematurely disconnects the customer 10 minutes or more prior to the scheduled conversion.	
Exclusions:	
None	
Business Rules:	
A premature disconnect occurs any time Ameritech disconnects the CLEC customer 10 or more minutes prior to the CLEC being on line.	
Levels of Disaggregation:	
• LNP • LNP with UNE Loop	
Calculation:	**Report Structure:**
(# of prematurely disconnected orders ÷ total coordinated orders) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
2% or less premature disconnects starting 10 minutes before scheduled time.	

114.1 Measurement	
CHC LNP with Loop Provisioning Interval.	
Definition:	
The % of CHC LNP with Loop Lines completed by Ameritech within the established provisioning intervals.	
Exclusions:	
• CHC LNP with Loop with greater than 24 loops (including multiple LSRs totaling 25 or more lines to the same customer premise on the due date). • CLEC caused delays (e.g., no dial tone from CLEC: CLEC translations) that do not allow SWBT the opportunity to complete CHC LNP with Loop within the designated interval. • IDLC (pair gain systems) identified on or before the due date.	
Business Rules:	
The start time is at the direction of the CLEC and based on a negotiated and scheduled time for coordinated hot cut orders (CHC). For CHC orders, the clock starts when the CLEC calls the Ameritech LOC to start the conversion, and ends when the Ameritech technician completes the cross connect to the CLEC facilities and has called the CLEC to notify that the cut-over has been completed. This measurement only includes Coordinated Hot Cuts with 1-24 loops. A conversion with 25 or more lines (including multiple orders totaling 25 or more lines to the same customer premise on the same due date) is considered a project and is negotiated with the CLEC at the time of conversion.	
Levels of Disaggregation:	
CHC LNP with loop • < 10 lines • 10-24 lines	
Calculation:	**Report Structure:**
Total CHC LNP with Loop Lines within the designated interval ÷ total CHC LNP with Loop lines.	Reported by CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Medium Tier 2 – Medium	
Benchmark:	
CHC LNP with Loop for < 10 Lines 90 % within one hour. CHC LNP with Loop for 10-24 Lines 90% within two hours.	

115. Measurement	
Percentage of Ameritech caused delayed Coordinated Cutovers	
Definition:	
Percentage of Ameritech caused late coordinated cutovers in excess of "x" (30, 60 and 120) minutes.	
Exclusions:	
None	
Business Rules:	
A coordinated cutover is delayed if Ameritech is not ready within "x" (30, 60, and 120) minutes after the scheduled cut time.	
Levels of Disaggregation:	
• LNP • LNP with UNE Loop	
Calculation:	**Report Structure:**
(# of Ameritech caused late coordinated orders in excess of "x" (30, 60 and 120) minutes ÷ total coordinated orders) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
8% or less of Ameritech coordinated conversions beyond 30 minutes, 2% beyond 1 hour from scheduled time or 1% beyond 2 hours.	

115.1 Measurement	
Percent Provisioning Trouble Reports (PTR)	
Definition:	
Measures the percent of CHC circuits for which the CLEC submits a trouble report on the day of conversion.	
Exclusions:	
• Reports for which the trouble is attributable to the Ameritech network (unless SWBT had knowledge of the trouble prior to the due date • IDLC (pair gain systems) identified on or before the due date.	
Business Rules:	
The percent of CHC circuits for which the CLEC submits a trouble report on the day of conversion, or before noon on the next business day.	
Levels of Disaggregation:	
• CHC	
Calculation:	**Report Structure:**
(Count of CHC circuits for which the CLEC submits a trouble report on or before noon on the next business day after conversion ÷ total # of CHC circuits converted.	Reported by CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
No Benchmark. To be reviewed in 6 month review.	

115.2 Measurement	
Mean Time To Restore – Provisioning Trouble Report (PTR)	
Definition:	
Average duration of the outage from the receipt of the PTR to the time it is cleared.	
Exclusions:	
• Excludes Non-measured reports (CPE, Interexchange, and Information reports). • Excludes no access to the end user's location.	
Business Rules:	
The start time is when the report is received. The stop time is when the report is cleared.	
Levels of Disaggregation:	
• CHC	
Calculation:	**Report Structure:**
Σ[(Date and time PTR is closed with the customer) - (date and time PTR is received)] ÷ total PTRs.	Reported by CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
No Benchmark. To be reviewed in 6 month review.	

116. Measurement	
~~Percentage of Missed Mechanized INP Conversions~~	
Definition:	
~~Percentage of mechanized INP conversions not loaded in the switch within 10 minutes prior to or 30 minutes after the scheduled due time.~~	
Exclusions:	
~~None~~	
Business Rules:	
~~The clock starts on the Due Date and Frame Due Time and the clock stops on the Switch Date and Time.~~	
Levels of Disaggregation:	
~~None~~	
Calculation:	**Report Structure:**
~~(Count of mechanized INP conversions not loaded in the switch within 10 minutes prior to or 30 minutes after scheduled due time (Frame Due Time)) ÷ total mechanized INP conversions) * 100~~	~~Reported for CLEC and all CLECs.~~
Measurement Type:	
~~Tier 1 – Medium~~ ~~Tier 2 – None~~	
Benchmark:	
~~See Measurements No. 114 and No. 115~~	
Notes:	
This measure is not technically feasible to implement as Ameritech does not offer INP	

NXX

117. Measurement	
Percent NXXs loaded and tested prior to the LERG effective date	
Definition:	
The percent of NXXs loaded and tested prior to the LERG effective date.	
Exclusions:	
None	
Business Rules:	
Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXXs in the local calling area will be based on the LERG effective date.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of NXXs loaded and tested by LERG effective date ÷ total NXXs loaded and tested) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity	

118. Measurement	
Average Delay Days for NXX Loading and Testing	
Definition:	
Average calendar days from due date to completion date on company missed NXX orders.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 117.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ(Completion Date – LERG effective date) ÷ Total Ameritech caused late orders	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – None	
Benchmark:	
Parity	

119. Measurement	
Mean Time to Repair	
Definition:	
Average duration of NXX trouble reports from the receipt of the customer trouble report to the time that the trouble report is cleared.	
Exclusions:	
None	
Business Rules:	
The start time is when the report is received. The stop time is when the trouble report is cleared. Ameritech will contact the CLEC to close the trouble.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ(Date and time trouble report is cleared with the customer – Date and time trouble report is received) ÷ (Total NXX trouble reports)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
Parity	

BONA FIDE REQUEST PROCESS (BFRs)

120. Measurement	
Percentage of Requests Processed Within 30 Business Days	
Definition:	
Percentage of Bona fide requests processed within 30 business days.	
Exclusions:	
• Weekends and Holidays.	
Business Rules:	
The clock starts when Ameritech receives the application. The clock stops when Ameritech completes application processing.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of number of requests processed within 30 days ÷ total requests) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
90% within 30 business days.	

121. Measurement	
Percentage of Quotes Provided for Authorized BFRs Within 45 Business Days	
Definition:	
Percentage of quotes provided in response to bona fide requests within 45 business days.	
Exclusions:	
• Weekends and Holidays.	
Business Rules:	
The clock starts when Ameritech receives the application. The clock stops when Ameritech responds back to the application request with a quote.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of requests processed within 45 days ÷ total # of requests) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
90% within 45 business days.	

MI 1. Measurement (MI Order Measure)

Percentage of Orders Given Jeopardy Notices

Definition:

Percentage of orders given jeopardy notices measures the number of 870s sent to customers as a percentage of the total number of orders completed in the period.

Exclusions:

- CLEC End User-Initiated Jeopardy Codes.

Business Rules:

An 870 is a jeopardy notice that is sent to the CLEC to notify them that an order's confirmed due date is in jeopardy of being missed. Unsolicited FOCs will be counted as Jeopardies.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service
- Field Work (FW)
- Non-Field Work (NFW)

Resale Specials

- Field Work (FW)
- Non-Field Work (NFW)

Unbundled Loops

LNP with Loop

UNE Combos

Calculation:	Report Structure:
(# of orders receiving jeopardy notices) / (Total orders due in the calendar month) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic - Parity with Ameritech Retail:

1. Wholesale-POTS/ Retail-POTS
2. Unbundled Loops/ POTS with FW
3. UNE Combos/ Retail-POTS(ALL)

MI 2. Measurement (MI Order Measure)

Percentage of Orders Given Jeopardy Notices within 24 hours of the Due Date

Definition:

Percentage of Orders Given Jeopardy Notices within 24 hours of the Due Date measures the percentage of 870s sent less than 24 hours (1 day) prior to the due date.

Exclusions:

- CLEC/End User Initiated Jeopardy Codes.
- Weekends and Holidays.

Business Rules:

An 870 is a jeopardy notice that is sent to the CLEC to notify them that an order's due date is in jeopardy of being missed. Consider "24 hours" as 1 day. The measure is calculated using business days only (i.e., Monday-Friday). Unsolicited FOCs will be counted as Jeopardies.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service
- Field Work (FW)
- Non-Field Work (NFW)

Resale Specials

- Field Work (FW)
- Non-Field Work (NFW)

Unbundled Loops

LNP with Loop

UNE Combos

Calculation:	Report Structure:
(# of orders receiving an 870 within 24 hours of the order due date) / (Total orders receiving an 870) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

Tier 1 - None
Tier 2 - None

Benchmark:

Diagnostic - Parity with Ameritech Retail

1. Wholesale-POTS/ Retail-POTS
2. Unbundled Loops/ POTS with FW
3. UNE Combos/ Retail-POTS(ALL)

MI 3. Measurement (MI Order Measure)	
Coordination Conversions Outside of Interval	
Definition:	
Coordinated Conversion outside of Interval measures the number of coordinated unbundled loop cutovers started within one hour of the start scheduled time as a percentage of all coordinated unbundled loops completed in the reporting period.	
Exclusions:	
• Orders for which the CLEC was not ready after the cutover was started. • Canceled orders.	
Business Rules:	
A coordinated loop is any unbundled loop requiring coordination. The start date and time is the date and time the central office/translations work begins. The scheduled time is the cutover date and time requested by the CLEC and found on the cutover schedule. The cutover is considered complete when the work is completed by Ameritech. The measure is counted in the period it is completed. The measure is counted on the first item of the first order (when related orders are involved) and then calculated by item based on the number of items on the order/orders.	
Levels of Disaggregation:	
• Unbundled Loops	
Calculation:	**Report Structure:**
# of cross connection started within one hour of the scheduled time / Total coordinated unbundled loops for reporting period	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None Tier 2 - None	
Benchmark:	
Diagnostic	

MI 4. Measurement (MI Order Measure)	
Average Time to Provide a Collocation Arrangement	
Definition:	
Average Time to Provide a Physical Collocation Arrangement measures the average elapsed time between the date a collocation COBO payment is received and the date the CLEC is notified that the physical node is completed, for the total number of physical nodes completed in the reporting period.	
Exclusions:	
• Cancelled orders. • Orders where the customer requested a due date beyond the contractual date. • CLEC-caused delays such as arranging final walk-through or accepting collocation space.	
Business Rules:	
The measure is calculated using calendar days. The receipt of a collocation COBO payment is indicative of a firm order. The clock is restarted if the CLEC modifies its request. Time between completion and node final walkthrough is not included in the completion interval calculation. Ameritech will not be deemed to have completed work on a collocation cage until the cage is suitable for use by the CLEC and the cable assignment information necessary to use the facility has been provided to the CLEC.	
Levels of Disaggregation:	
• Physical Collocation	
Calculation:	**Report Structure:**
[Σ[(Date Physical Node Is Complete) - (Date Collocation COBO Payment Is Received)]] / Total Physical Nodes Completed	Reported for CLEC, all CLECs, and Ameritech Affiliate
Measurement Type:	
Tier 1 - None Tier 2 - None	
Benchmark:	
Diagnostic	

MI 5.Measurement (MI Order Measure)	
Structure Requests Completed Outside of Interval	
Definition:	
Structure Requests Completed Outside of Interval measures the number of requests to view Ameritech structure records that are not completed within the standard time interval as a percentage of requests completed in the reporting period.	
Exclusions:	
• Requests for Ameritech to perform record checks.	
Business Rules:	
Structure includes poles, ducts, conduit and rights-of-way that are owned or controlled by Ameritech. The request is counted in the period in which the request is completed. Changes to the request will be deemed to be a new request and will result in a new date being established for the priority queue. Requests received after 12:00 noon Eastern Standard Time are considered received the following business day. Interval calculation is based on business days. Information Access includes requests for viewing (or copies). A field survey is a physical check of manholes and/or poles to determine availability of space for placing the attaching Party's facilities. Make Ready is any construction work necessary to prepare Ameritech structure for attachment or occupancy by an attaching Party.	
Levels of Disaggregation:	
• Information Access • Field Survey • Make Ready	
Calculation:	**Report Structure:**
(# of Structure Requests Completed Outside of the Standard Time Interval/ Total Structure Requests Completed) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None Tier 2 - None	
Benchmark:	
Diagnostic	

MI 9. Measurement	
Percentage Missing FOCs	
Definition:	
Percentage of FOCs that are not sent as compared to the total number of orders processed.	
Exclusions:	
None	
Business Rules:	
Total number of responses not sent as compared to the total number of orders processed. FOC responses not sent are identified by using a report that compares to completed orders that do not show FOC response in MorTel.	
Levels of Disaggregation:	
• Resale • UNE (Loops, LNP, and LSNP) • UNE-P	
Calculation:	**Report Structure:**
(# of missing FOC responses ÷ total orders processed) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

MI 10. Measurement	
% Time-out Transactions	
Definition:	
Percentage of Time-out messages received as compared to valid system responses	
Exclusions:	
None	
Business Rules:	
A count of the time-out messages, by interface, as compared to total system responses (time-outs and valid responses).	
Levels of Disaggregation:	
• Address Verification • Request for Telephone Number • Request for Customer Service Record • Service Availability • Dispatch Required (and Service Appointment Scheduling (Due Date) • PIC • FAC/SAV • DSL Loop Qualification • NC/NCI • CFA Availability	
Calculation:	**Report Structure:**
(# of Time Out Transactions ÷ Total System Responses) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic – No Benchmark	

MI 11. Measurement	
Average Interface Outage Notification	
Definition:	
The average time from the initial identification of an interface outage, to the notification of CLECs.	
Exclusions:	
None	
Business Rules:	
The time from initial identification of network outages to the time that email notification (to email distribution list) is sent by Ameritech.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Sum of (time interface outage is identified – time notification is given)/total interface outages in a period	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic – No Benchmark	

MI 12. Measurement	
Average Time to Clear Service Order Errors	
Definition:	
The average time to clear service order errors (3E)	
Exclusions:	
None	
Business Rules:	
The average number of days to 3E service order errors is calculated by the total number of days for all required for all 3E. This is calculated by totaling the duration from the date that an order went into the error condition to the date that the error was cleared.	
Levels of Disaggregation:	
• Resale • UNE P	
Calculation:	**Report Structure:**
(date that an order went into error condition – the date that the error was cleared)/total number of errors cleared	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Parity	

MI 13. Measurement	
Percent Loss Notification within one hour of service order completion	
Definition:	
Percent notifications sent to the losing carrier (who lost the customer) within one hour of the completion notice sent to the new carrier.	
Exclusions:	
Customers who switch between segments owned by the same carrier such as: • Resale to UNE same carrier • UNE to Resale, same carrier	
Business Rules:	
The percentage of customer loss notifications sent to carriers where the elapsed time from the time that the completion notice (EDI 865 message) is transmitted to the new carrier to the time that the loss notification (EDI 836 message) is transmitted to the new carrier is more than one hour.	
Levels of Disaggregation:	
• Resale • UNE Loops • LNP • UNE-P	
Calculation:	**Report Structure:**
(# of Loss Notification transactions sent within one hour ÷ total Loss Notifications sent) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
95% within one hour	

MI 14. Measurement	
Percent Completion Notifications Returned Within "X" hours of completion of Maintenance Trouble Ticket.	
Definition:	
Percent mechanized completions returned within "X" hours of completion of the trouble tickets.	
Exclusions:	
None	
Business Rules:	
The elapsed time for a completion notice to be sent to the CLEC from the time that the trouble ticket is closed in the Ameritech Work and Force Management System. For trouble reports that are submitted electronically – the time from the close of the trouble in WFA or LMOS to the time that the completion status is made available to the CLEC (via EBTA). For orders, which are submitted manually – the time from the close in the WFA or LMOS systems to the time, that completion notice report is faxed to the CLEC. This is based on a process whereby previous day troubles are faxed to CLECs. The CLEC must provide a FAX number to Ameritech.	
Levels of Disaggregation:	
• Resale Manual - <24 hours • Resale Electronic < 1 hour • UNE Loops Manual < 24 hours • UNE Loops Electronic <1 hour • UNE P Manual < 24 hours • UNE P Electronic <1 hour	
Calculation:	**Report Structure:**
(# of completions returned to CLEC within X hours ÷ total completions) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
95% w/in the specified interval.	

MI 15. Measurement

Change Management

Definition:

Change management measures timeliness of change notifications for final requirements to implementation.

Exclusions:

- Clarification Notes.
- Any Approved Exceptions.
- Emergency Situations
- Regulatory Mandated Changes
- Transition Items – Interface changes, introductions, and/or retirements underway previous to the implementation of this measure, where notification can not be provided to the CLECs by required timeframes.

Business Rules:

Calendar Days is to be used in the calculation of this measure. Notification is received when the Final Release Requirements are noticed via an Accessible Letter.

Levels of Disaggregation:

Changes to Existing Interfaces

- Category 1- Gateway >110 days
- Category 2- GUI >14 days

Introductions of New Interfaces

- Category 1- Gateway >110 days
- Category 2- GUI > 14 days

Retirements of Existing Interfaces

- Wholesale Interfaces
  - Category 1- Gateway >24 months
  - Category 2- GUI >12 months

Calculation:	Report Structure:
[(Number of Notifications issued on time) / (Number of Changes Implemented in the reporting period)] X 100	Reported for all CLECs, and Ameritech Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

>95% notices should be on-time based on group and category
This measurement is DRAFT and subject to finalization of the regional (13-state) change management process.

MI 16 Measurement	
Percentage Rejected Query Notices	
Definition:	
Percentage of queries requested that are returned as rejected for reasons other than that the input data is incorrect or inaccurate. These rejected query notices indicate a problem with the interface other than timed out transactions (measured separately).	
Exclusions:	
None	
Business Rules:	
Total number of Rejected Query Notices sent as compared to the total number of Queries processed.	
Levels of Disaggregation:	
• Address Verification • Request for Telephone Number • Request for Customer Service Record • Service Availability • Dispatch Required (and Service Appointment Scheduling (Due Date) • PIC • FAC/SAV • DSL Loop Qualification • NC/NCI • CFA Availability	
Calculation:	**Report Structure:**
(# rejected query notices ÷ total number of queries processed) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

WI#1. Measurement (New Measure)	
Percent No Access – UNE Loops Provisioning	
Definition:	
Percent of Field Work (FW) orders with a status of "No Access."	
Exclusions:	
• CLEC caused misses. (customer requests later date,– other customer reasons, - customer not ready). • All orders that are not N, T, or C. • No Field Work.	
Business Rules:	
Ameritech personnel set the "No Access" indicator when access cannot be obtained to the customer's premises. Order must be Completed.	
Levels of Disaggregation:	
Geographic, per State Agreements	
Calculation:	**Report Structure:**
(# of orders that are No Access ÷ Total Field Work orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
UNE Field Work Parity compared to Ameritech Field Work (N, T, and C order types - Res and Bus Combined).	

WI#2. Measurement (New Measure)	
Percent No Access– UNE Loops Maintenance	
Definition:	
Percentage of dispatched customer trouble reports with a status of "No Access."	
Exclusions:	
• Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Reports caused by customer provided equipment (CPE) or wiring. • Reports that are not dispatched.	
Business Rules:	
Ameritech personnel set the "No Access" indicator when access cannot be obtained at the customer's premises. Reports are counted the month they are closed.	
Levels of Disaggregation:	
Geographic, per State Agreements	
Calculation:	**Report Structure:**
(# of trouble reports with a status of "No Access" ÷ Total dispatched customer trouble reports) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
UNE Field Work Parity compared to Ameritech Field Work (N, T, and C order types - Res and Bus Combined).	

WI#9. Measurement (New Measure)	
Percent Facility Modification Orders	
Definition:	
Percentage of orders requiring Facility Modification	
Exclusions:	
▪ Orders not requiring Facility modification notification.	
Business Rules:	
The total number of orders requiring facility modification reflected as a percentage of all orders completed in the period.	
Levels of Disaggregation:	
▪ 8.0 dB Loop with Test Access and ▪ 8.0 dB Loop without Test Access The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state. ▪ 5.0 dB Loop with Test Access and ▪ 5.0 dB Loop without Test Access ▪ BRI Loop with Test Access ▪ DS1 Loop with Test Access ▪ DS1 Dedicated Transport ▪ DS3 Dedicated Transport ▪ Dark Fiber ▪ DSL Loops w/ Line Sharing ▪ DSL Loops w/out Line Sharing	
Calculation:	**Report Structure:**
(# of FMOD UNEs ÷ total UNEs installed) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

CLEC W1. 1 Measurement (New Measure)	
Average delay in original FOCs due dates due to delay notices (Issue F)	
Definition:	
Measures average amount of delay from original FOC due dates to date of actual provisioning for all FOCs that are delayed.	
Exclusions:	
None	
Business Rules:	
Measured from original FOC due date.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ (Actual completion date – original FOC due date) ÷ (Total number of orders with delay notices)	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

CLEC W4. Measurement (New Measure)	
Accuracy of processing CLEC corrections based on review of Directory information (Issue L)	
Definition:	
Measures number of errors in final review and in printed directory that were not corrected after notice by CLEC of needed correction.	
Exclusions:	
Listings with Incorrect information submitted by CLEC.	
Business Rules:	
Directory listings are submitted for a first review (first pre-BOC), and then after corrections are made, for a final review (second pre-BOC) prior to publication. The first pre-BOC will be provided 45 calendar days in advance of the directory close date. The second pre-BOC, if requested, will be provided 15 calendar days in advance of directory close. CLECs will be required to request the second pre-BOC 30 calendar days before the directory close date. In order for changes from the first pre-BOC to be entered on the second pre-BOC, CLECs must provide those changes not less than 4 business days before the delivery of the second pre-BOC. This is measured on a per-book basis.	
Levels of Disaggregation:	
• First Pre-BOC • Second Pre-BOC	
Calculation:	**Report Structure:**
(# of listings without errors after correction requested ÷ Total updates submitted) *100	Reported for CLEC all CLECs for facility based providers, and Ameritech Affiliate.
Measurement Type:	
If the benchmark is not met for corrections requested after the first review, the $200 charge for the second pre-BOC will be waived by AAS. If the Benchmark is not met for corrections requested after the second pre-BOC, the remedy will be Tier 1 –High	
Benchmark:	
For corrections requested in the review of the First pre-BOC 95% must be corrected in the second pre-BOC For corrections noted in the review of the second pre-BOC 99% of those corrections requested initially must be corrected in the final published directory.	

CLEC W5. Measurement (New Measure)	
Percentage of protectors not moved after technician visit (Issue O)	
Definition:	
Measures the percentage of times that a CLEC has to call Ameritech to replace a protector with a NID and move it to the outside of the house, where there has been an Ameritech technician at the premises within the last 30 days.	
Exclusions:	
None	
Business Rules:	
If a CLEC is required to call Ameritech to replace a protector with a NID and move it to the outside of a structure when Ameritech has worked at that premises within 30 days of the report.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Total number of CLEC service calls to move a NID ÷ Number of CLEC calls to move a NID where an Ameritech technician had been on site within the last 30 days) X 100	Reported for CLEC, and all CLECs
Measurement Type:	
Tier 1: High Tier 2: High	
Benchmark:	
Less than 3%.	

CLEC W6. Measurement (New Measure)	
FMOD Process: Percent Form A received within the interval ordered by the Commission.	
Definition:	
Measures the percentage of FMOD orders where Form A is issued within the interval ordered by the Commission.	
Exclusions:	
▪ Loop Qualified Orders requiring modification	
Business Rules:	
Under the revised FMOD policy issued 10/27, the FMOD process commences with Form A being issued by Ameritech. Form A must be received by the CLEC within the interval ordered by the Commission. Measured from date and time of initial FOC to send time of Form A.	
Levels of Disaggregation:	
• 8.0 dB Loop with Test Access and • 8.0 dB Loop without Test Access The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state. • 5.0 dB Loop with Test Access and • 5.0 dB Loop without Test Access • BRI Loop with Test Access • DS1 Loop with Test Access • DS1 Dedicated Transport • DS3 Dedicated Transport • Dark Fiber • DSL Loops w/ Line Sharing • DSL Loops w/out Line Sharing	
Calculation:	**Report Structure:**
(# of_FMOD orders where Form A issued within 24 hours) ÷ total # FMOD orders) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
95 %	

CLEC W7. Measurement (New Measure)	
FMOD Process: Percent Forms B, C, D, and E received within 72 hours of Form A.	
Definition:	
Measures the percentage of FMOD orders where Forms B, C, D, and/or E are issued within 72 hours of Form A.	
Exclusions:	
▪ Loop Qualified Orders requiring modification	
Business Rules:	
Measured from issuance of form A to receipt of Form B, C, D, E.	
Levels of Disaggregation:	
• Form B • Form C • Form D • Form E • 8.0 dB Loop with Test Access and • 8.0 dB Loop without Test Access The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state. • 5.0 dB Loop with Test Access and • 5.0 dB Loop without Test Access • BRI Loop with Test Access • DS1 Loop with Test Access • DS1 Dedicated Transport • DS3 Dedicated Transport • Dark Fiber • DSL Loops w/ Line Sharing • DSL Loops w/out Line Sharing	
Calculation:	**Report Structure:**
(# of FMOD orders where Form B, C, D, E issued within 24 hours) ÷ total # FMOD orders) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
95%	

CLEC W8. Measurement (New Measure)	
FMOD Process: Form B Percent return FOC with new due date within 24 hours	
Definition:	
Form B is for Complex modifications. This measures the percent of time Ameritech issues the FOC with the new due date within: 24 hours of Ameritech's receipt of the CLEC authorization of the complex modification charges; or B) if no confirmation of Form B is required from the CLEC, within 24 hours of Form B being sent.	
Exclusions:	
▪ FMOD orders resulting in Forms C, D, and E ▪ Loop Qualified Orders requiring modification	
Business Rules:	
Measured from the time that Ameritech receives the authorization of charges by the CLEC via Form B.	
Levels of Disaggregation:	
• 8.0 dB Loop with Test Access and • 8.0 dB Loop without Test Access The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state. • 5.0 dB Loop with Test Access and • 5.0 dB Loop without Test Access • BRI Loop with Test Access • DS1 Loop with Test Access • DS1 Dedicated Transport • DS3 Dedicated Transport • Dark Fiber • DSL Loops w/ Line Sharing • DSL Loops w/out Line Sharing	
Calculation:	**Report Structure:**
(# of FMOD orders where Form B, issued and FOC with new due date returned within 24 hours) ÷ total # FMOD orders where form B issued) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – Low Tier 2 – Medium	
Benchmark:	
95%	

CLEC W9. Measurement (New Measure)	
FMOD Process: Form C Percent return quote within the interval ordered by the Commission	
Definition:	
Form C involves orders where provisioning is through ILDC or RSU. This measures the percentage of orders involving Form C where Ameritech returns the quote for the work within the interval ordered by the Commission.	
Exclusions:	
▪ FMOD orders with Forms B, C, or D. ▪ Loop Qualified Orders requiring modification	
Business Rules:	
Measured from the time Form C is issued.	
Levels of Disaggregation:	
• 8.0 dB Loop with Test Access and • 8.0 dB Loop without Test Access The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state. • 5.0 dB Loop with Test Access and • 5.0 dB Loop without Test Access • BRI Loop with Test Access • DS1 Loop with Test Access • DS1 Dedicated Transport • DS3 Dedicated Transport • Dark Fiber • DSL Loops w/ Line Sharing • DSL Loops w/out Line Sharing	
Calculation:	**Report Structure:**
(# of_FMOD orders where Form C issued and quote issued within 24 hours) ÷ total # FMOD orders where form C issued) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – High Tier 2 – High	
Benchmark:	
95%	

CLECW11 Measurement (New Measure)	
FMOD forms B, C, D, percentage of due dates met	
Definition:	
Measures the percentage of due dates met when FMOD process invoked	
Exclusions:	
▪ Loop Qualified Orders requiring modification	
Business Rules:	
Based on the first revised due date. Subsequent modifications to the due date will count as a missed due date.	
Levels of Disaggregation:	
• Form B • Form C • Form D • 8.0 dB Loop with Test Access and • 8.0 dB Loop without Test Access The Ameritech comparable to the 8db loop with test access is the basic 2-wire POTS loop. Acceptable db level varies by state. • 5.0 dB Loop with Test Access and • 5.0 dB Loop without Test Access • BRI Loop with Test Access • DS1 Loop with Test Access • DS1 Dedicated Transport • DS3 Dedicated Transport • Dark Fiber • DSL Loops w/ Line Sharing • DSL Loops w/out Line Sharing	
Calculation:	**Report Structure:**
(# of FMOD orders with missed revised due dates) ÷ total # FMOD orders) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1: High Tier 2: High	
Benchmark:	
Parity as described in PM 58	

IN-1 Measurement (New Measure)	
Percent Loop Acceptance Testing (LAT) Completed on the Due Date	
Definition:	
Percent Loop Acceptance Test completed on due date.	
Exclusions:	
▪ Orders where LAT not requested ▪ LAT requests when the CLEC is not authorized to seek LATs	
Business Rules:	
Loop Acceptance Test is where an AIT Technician (Frame/Field as appropriate) is requested via an LSR to complete a Loop Acceptance Test. Loop Acceptance Test is completed on order due date. The AIT Technician will contact the CLEC via the LOC. The Tech will complete a series of tests with the CLEC to ensure a good loop with completed connectivity is delivered.	
Levels of Disaggregation:	
DSL Loops without Line Sharing	
Calculation:	**Report Structure:**
(# Orders where LAT was requested and performed on the Due Date/# Orders where LAT was requested but not performed on the due date)*100	Reported for CLEC, all CLECs
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
90% LAT on the Due Date	

PERFORMANCE MEASUREMENTS
Appendix One

Subsequent Due Date Indicator

Added to the service order whenever the due date is changed. Order can carry multiple codes. Company delay code overrides subscriber delay code.	
Subscriber (customer) Reasons:	
SA	No Access
SL	Subscriber requests later date
SP	Subscriber requests earlier date
SR	Subscriber not ready
Company (Ameritech) Reasons:	
CA	Assignment office
CB	Residence/Business office
CF	Lack of Facilities (outside plant or buried service wires)
CL	Work Load
CN	Not Coded
CR	Translations
CS	Switching
CX	Other Company Reasons

PERFORMANCE MEASUREMENTS
Appendix Two

Disposition Codes
The following is a list of excluded (11) disposition codes.

110* Public Utility: Applies when trouble reports are entered and/or closed in LMOS due to a Public Utility Commission mandate.

111* Service Order: Applies when a trouble report is received up to and including the due date of the service order.

112* Business Office Referrals: Applies when a customer is referred to the Business Office for resolution. Reasons for referrals are billing complaints, customer not paying for feature, wire reroutes requiring service order.

113* Customer Requests: Applies when a customer requests directories, information for party line codes, verify busy, verify PIC, miscellaneous information, etc.

114* Other: Applies when a customer reports wires down and poles down/broken, etc., that are not the property of AOC. It includes requests for cable locates, disconnect drop temporarily, and trouble reports received on disconnected lines, denied lines or after investigation the wrong number was reported.

115* Preventative Maintenance: Applies when trouble reports are closed out in accordance with the Preventative Maintenance Procedure.

119* Receipt to Screen sales. Applies when a customer calls repair for information on a product, feature or service that is provided by Ameritech, and the MA makes the sale.

Disposition Codes

The following is a list of excluded (12) disposition codes.

120* Suppresser (Noise) – Billable: Applies when the technician places a suppresser on the customer's side of the Network Interface Device. The customer is billed.

121* Non-Regulated Premises Wire/Jack – Billable: Applies when the technician sectionalizes, and/or isolates, and/or repairs non-regulated trouble found in the premises wire or jack. Includes all wire/equipment past the Network Interface Device. Also, includes malicious damage billing that is not covered under a maintenance contract and charges for replacing nonstandard wire not covered under a maintenance contract. Billing is levied.

122* Non-Regulated CPE – Billable: Applies when the technician isolates the trouble into CPE, such as telephone set, answering set, P-Phone/ISDN console, power plants. Includes receiver off hook conditions. The customer does not participate in a maintenance contract. Billing is levied.

123* Return Visit – Billable: Applies when a customer covered under a maintenance plan requests a return visit for a circumstance not covered by the plan.

124* Customer Not Home – Trouble to Customer Side of NI/DEMARC – Billable: Applies when the technician sectionalizes the trouble to the customer's side of the Network Interface Device (NID) or demarcation point and the customer is not home. The customer does not have a maintenance contract. Billing is levied.

125* Customer Cancels Dispatch Technician On Premises – Billable: Applies when the trouble report is canceled by the customer when the technician arrives at the premises and the purpose of the visit was non-regulated. The customer does not participate in a maintenance contract. Billing is levied.

126* Other – Billable: Applies when the trouble report is of a miscellaneous nature and does not apply to other categories. The customer does not participate in a maintenance contract. Billing is levied.

128* Premises Work Charge – Billable: Applies when the technician repairs non-regulated trouble found in premises wire and/or jacks. Customer has a Linebacker plan but does not have a wire maintenance plan (Indiana only). Also applies in states that have multiple types of contracts that are not covered for non-regulated work (Ohio). The customer is billed.

129*	Non-Complex Business CPE – Billable: Applies when the technician isolates the trouble into Non-Complex Business CPE, such as telephone set, answering set, etc. Includes receiver off hook conditions and cord sales/ replacement. The customer does not participate in a maintenance contract. Non-Complex RVC billed.

Disposition Codes

The following is a list of excluded (13) disposition codes.

130* Suppresser (Noise) – Non-Billable: Applies when the technician places a suppresser on the customer's side of the Network Interface Device (NID). The customer is not billed.

131* Non-Regulated Premises Wire/Jack – Non-Billable: Applies when the technician sectionalizes, and/or isolates, and/or repairs non-regulated trouble found in the premises wire or jack. The customer participates in maintenance contract.

132* Non-Regulated CPE – Non-Billable: Applies when the technician isolates the trouble into CPE, such as telephone set, answering set, P-Phone/ISDN console, power plants. Includes receiver off hook conditions. The customer participates in a maintenance contract. Can also apply for loaner sets, set deliveries or trouble that is found to be in Ameritech branded CPE (no dispatch).

133* Company Reason – Non-Billable: Applies when the trouble is isolated in the customer's facilities and customer does not have a Network Interface Device.

134* Customer Not Home – Trouble to Customer's Side of NI/DEMARC – Non-Billable; Applies when the technician sectionalizes the trouble to the customer's side of the Network Interface Device or demarcation point and the customer is not home. Customer participates in a maintenance contract.

135* Customer Cancels Dispatch Technician On Premises – Non-Billable: Applies when the trouble report is canceled by the customer when the technician arrives at the premises and the purpose of the visit was non-regulated. The customer participates in a maintenance contract.

136* Other – Non-Billable: Applies when the trouble report is of a miscellaneous nature and does not apply to other categories. The customer participates in a maintenance contract.

137* Customer Action, No Dispatch – Non-Billable: Applies when the trouble report is the result of customer error or misuse of equipment, prior to dispatch. Trouble report is not dispatched. It also includes trouble report tested and indicates vendor or inter-exchange carrier trouble. Also includes when the customer cancels the report when trouble is still on the line.

139* 2PIC: Applies when the customer is provided information related to 2PIC.

PERFORMANCE MEASUREMENTS
Appendix Three

Percentage of Missed Collocation Due Dates Damages and Assessments Methodology

The following methodology will apply in calculating Tier 1 liquidated damages and Tier 2 assessments for the percentage of missed collocation due dates measurement.

Tier 1:

1. The benchmark will be 95% of Collocations completed within the due date. For example, if a CLEC has 30 collocations complete in the study month, Ameritech can miss one due date and still be in compliance. In this case no damages would apply. If, two due dates out of 30 were missed, Ameritech would be out of compliance. In this case, damages would be payable on the number of collocations required to be back within the 95% benchmark.
2. Damages are calculated based on the percentage of days that Ameritech misses the due date using the per occurrence values in the business rules, multiplied by the number of days from completion to due date.
3. In order to determine which collocations to use in the damage calculation, the missed collocation due dates will be ranked based on the number of days missed from highest to lowest. Ameritech will pay damages on the highest number of days missed until the number of collocations missed is within the benchmark. For example, if there were three misses which had missed days of 20, 15 and three, Ameritech would pay damages on 35 (20+15) missed days. In this example, Ameritech would pay 35*(95%-90%)*150 = $262.50
4. The collocation measurement will be used in the determination of the "K" number of allowances (based on the number of collocations). In addition, it may also be excluded as defined in the business rules in the order of progression also contained there. The number of underlying data points used for the purposes of determining the order of exclusion will be the same total days late for collocation projects calculated above (35 in the previous example).
5. All collocation completions in a month will be considered for the calculation of liquidated damages.
6. The critical Z-value will not be subtracted from the benchmark to determine compliance.

Tier 2:

1. Assessments will be applicable when the measurement has been out of compliance for three consecutive months for the aggregate of all CLEC collocations.
2. Compliance will be defined as described in the Tier 1 damages above.
3. If assessments are applicable, the rolling three month average for days missed will be used to calculate the total assessments payable to the State Treasury.

PERFORMANCE MEASUREMENTS
Appendix Four

Flow-through eligible and drop to manual reasons:

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
RESALE:			
Basic Exchange – Residence (Single Line/Multi Lines)	• Assume As Is/As Specified • New Activity • Disconnect Activity • Change Activity • Suspend & Restore (Vac & Non-Pay) • Local Directory Lstg for Main, Additional Main and Additional Listing	• Installment Billing • SPP FID on CSR • Denied for NP • Res to Bus TOS change • Bill Under FIDs on CSR • TYA FID on CSR • Multi line hunting new/changed • Remote Call Forwarding on all order types except disconnects • Regulated Jacks • Toll Restriction Zero Minus • 800 service noted in Remarks • Complex TOS • Additional Labor Charges • Network Interface device request is populated • Pending Orders • Multi-ring service • Telephone assistance plan • Optional calling plans • Sups • Expedite	• Record Activity • Outside Moves [F & T]
Basic Exchange – Business (Single Line/Multi Lines)	• Assume As Is/As Specified • New Activity • Disconnect Activity • Change Activity • Suspend & Restore (Vac & Non-Pay) • Local Directory Lstg for Main, Additional Main and Additional Listing	• Installment Billing • SPP FID on CSR • Denied for NP • Bus to Res TOS change • Bill Under FIDs on CSR • TYA FID on CSR • Multi line hunting new/changed • Remote Call Forwarding on all order types except disconnects • Regulated Jacks • Toll Restriction Zero Minus • Paging USOC charges on a SUP	• Record Activity • Outside Moves [F & T]

Indiana

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
		• 800 service noted in Remarks • Complex TOS • Additional Labor Charges • Quantity of lines 25 • Expedite • Network Interface device request is populated • Optional Call Plans • Pending Orders • Sups	
RESALE CONT. Complex Business – • PBX (DID & Trunks) • ISDN (BRI & PRI) • Centrex			All Activity/Line Activity types would drop to manual handling
LOOP:			
• 8db Standard • 5db Conditioned	• New Activity • Disconnect Activity • Change Activity - add or delete circuit - Line Activity (LNA) Disconnect; New	• Related PONS (RPON field populated) • Projects • 10+ Loops • New BAN • Hicap order with quantity >4 • Hicap and reserved due date • Expedite • Sups	• AIT does not accept: EDI Move, Record. Assume As Is, or Assume As Specified orders for Loop requests • Line Activity of "C" • Coordinated Cuts drop to Network (DFTT included)
PORTS: (ULS)			
• ADTS • Centrex • DID • ISDN – Direct or Centrex • ISDN Prime/PRI • PBX			• All Activity/Line Activity types would drop for manual handling

Indiana

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
LOOP with Number Portability (LSNP)			
			All Activity/Line Activity types drop for manual handling
Number Portability (LNP)			
	• Assume As Specified on simple Res or Bus Pots services	• Related PON field populated (RPON) • Project field populated, or Q > 99 • Final Bill Address present • Pending Activity detected • Complex TOS • Sups (revisions) • Contract FID on CSR • CPE USOC on CSR • Bill Under FID on CSR • 800 Service USOCs found on CSR • Toll, or 800 found in remarks • Deny for Non-Payment (DNP) found on CSR • Scan Alert found on CSR • Answering Service patrons (ASL) found on CSR • Cross-Reference FID found on CSR • Paging USOCs found on CSR • Minimum due date blank on LNP Schedule Date Table	• Record & Outside Moves • Suspend & Restore • Coordinated Cuts drop to Network (DFTT included) • Partial Disconnects

Indiana

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
Loop with Port (CPO or UNE-P)			
• UNE-P Residence-POTS • UNE-P Business Loop-POTS • UNE-P Business Port-POTS (10-00 targeted implementation)	• Assume as Specified (Resale/Retail to UNE-P) • Assume As Is (Resale/Retail to UNE-P) • New/Add • Change • Disconnect	• Sups (revisions) • Related PON field populated (RPON) • Remote Call Forwarding • Contract FID on CSR • Deny for Non-payment (DNP) on CSR • Assume As Specified or Assume As Is on an acct. already established as UNE-P • Pending Activity • Complex TOS • Quantity of lines 25 • Complex listing • Circuit found on CSR and ACT = V or W • Scan Alert FID on CSR • Bill Under FID on CSR • OTN on incoming order • 800 service noted in remarks • Additional labor charges detected on incoming order • TOS changed from RES to BUS • Complex listing record type code • Non-standard telephone no. for a directory line • Nick name (i.e.: Jones, Michael ((Mickey)) • Directory Ordering remarks • White Page Products (WPP) (i.e.: foreign directory) • Omit listing or omit TN from Street Directory • Line found without line USOC on CSR • Assume order and ZRUS FID found on CSR • Service address not in SAG (ZZ instead of IT qualifier) • C order rec'd after a D to add transfer of calls. • Cross-Reference FID on order • TDD on incoming order • Multi-ring service requested	• Record and Move order types are not accepted • Coordinated Cuts drop to Network (DFTT included) • Partial Disconnects

Indiana

Resale Services and Unbundled Network Elements	Order Types Mechanically Generated	Exceptions	Order Types Not Currently Flowed
Digital Subscriber Line Service (Unbundled Loop)			
	• New Activity • Change Activity - add or delete circuit • Line Activity (LNA) Disconnect; New	• Sups • Related PONS (RPON field populated) • Projects • 10+ Loops • New Ban • Hicap order with quantity >4 • Hicap and reserved due date	• Record and Move order types are not accepted • Coordinated Cuts drop to Network (DFTT included) • Disconnect Ban
Digital Subscriber Line Service (Line Sharing- Non DLE)			
	• New Activity • Change Activity-add or delete circuit • Line Activity (LNA) Disconnect; New	• Flow through for New Activity targeted for 12/02/00 • Sups	• Record and Move order types are not accepted • Coordinated Cuts drop to Network (DFTT included) • Disconnect Ban • After 12/02/00 (targeted) only Disconnect Ban will not flow
Digital Subscriber Line Service (Line Sharing and Subloop- DLE)			
	• New Activity • Change Activity –add or delete circuit or change profile • Line Activity(LNA) Disconnect; New	• Flow Through for New; Change targeted for 12/02/00 • Sups	• Record and Move order types are not accepted • Coordinated Cuts drop to Network (DFFT included) • Disconnect Ban • After 12/02/00 (targeted) only Disconnect Ban will not flow

Change Management Process for Performance Measurements

The Ameritech Performance Measurement system (comprised of measures, business rules, standards, benchmarks, etc.) is undergoing continuous change due to the requirements for measures that reflect Ameritech's performance in meeting obligations to CLECs, responding to regulatory requirements, the introduction of new products and services, and requirements for disaggregations that reflect products, services and service delivery methods.

Each performance measure requires Ameritech to program its systems to capture/collect transaction data as transactions are being processed in its systems, both electronically and manually. The data to be collected is determined by the definitions of the performance measures – elapsed time, number of days, types of customers, request types, service categories, etc., as defined in the performance measurement business rule document.

Specific processes are utilized to report the results of operations using the performance measure data, including, business rules, exclusions, disaggregations and reporting intervals. These processes are programmed into the Ameritech systems once the definitions are finalized and detailed implementation plans are put in place.

The performance measurement reports themselves are provided to both CLECs and state regulatory agencies via a performance measurement web site (https://clec.sbc.com/), which allows for the download of specific performance measure data. Several options are provided

which allow users to extract performance measurement data and associated information (business rules) in the manner most fitting their need.

CLECs use the performance reports to evaluate Ameritech's performance and can compare the reported results to internal data. Regulators use the performance reports to monitor compliance with agreed-upon standards and to enable remedies in cases of failures on the part of Ameritech. Consistency in the form, format and content of the performance measurement system is key to the reliability of the data.

Modifications to the performance measurements and the associated business rules are proposed through performance measure collaboratives, facilitated by state commissions. Once the initial set of measurements is agreed to, modifications will primarily be a product of periodic reviews. Due to these factors, a method that guides the implementation of changes is necessary. Such a method will ensure that changes are introduced in an open framework that assures that new measures and changes to existing measures are implemented timely, orderly, and accurately.

Periodic reviews are to be held at six-month intervals between Ameritech, the CLECs, and Commission representatives to review the performance measures to determine whether measurements should be added, deleted, or modified; whether the applicable benchmark standards should be modified or replaced; and whether to move a classification of a measure from to High, Medium, Low, Diagnostic, Tier-1 or Tier-2. One criterion for reclassification of a measure (High, Medium, Low) shall be whether the actual volume of data points was lesser or greater than anticipated. Criteria for review of performance measures, other than for possible

reclassification, shall be whether there exists an omission or failure to capture intended performance, and whether there is duplication of another measurement. The first six-month period will begin in a timeframe as recommended by the Performance Measure Collaborative and approved by the Commission.

A standing agenda item for the six-month review will be a review of products and/or interfaces pending introduction. The OSS Change Management Process twelve-month view will be a primary source for discussion in order to assess the pending modifications to OSS's that might affect performance reporting. Either CLECs or Ameritech may propose modifications to the performance measures during these sessions. Upon agreement of the collaborative, Ameritech will post draft business rules on the CLEC online web-site. Ameritech will schedule and implement these measurements within eight weeks of the implementation of the product or interface in a diagnostic mode. CLECs and Ameritech will review the measures at the next subsequent six-month review and agree on the final measures to be introduced. At that time Ameritech will make any agreed-upon modifications to the business rules and measurements and petition the state commission for implementation. Upon concurrence from the commission, the performance measures will schedule implementation of the measures.

Ameritech's performance measurements change management process requires that Ameritech notify the industry in advance of planned modifications via an implementation schedule posted to the performance measurement web site. Additionally, modifications to the web site itself will be communicated via an Accessible Letter, which is the standard communication vehicle used in SBC for communication to CLECs and regulatory agencies. Commission staff representatives

and CLEC contact personnel receive the Accessible Letters via e-mail and the Accessible Letters are posted to the SBC/Ameritech web site. These vehicles will ensure that CLECs receive the appropriate information and notices, as well as Ameritech's account managers, who are then better able to support the necessary information exchanges.

Advance notices of changes in the performance measurement processes will provide CLECs and regulators opportunity to review the nature of the changes and to prepare for implementation of the changes. Notice periods differ based on the nature of the change. Pre-notification summary descriptions describe the change that Ameritech intends to make and will identify the performance measures that are scheduled for modification. They will identify the source (specific state collaborative) for the change that is to be made and will also identify the implementation and effective dates of the change.

Suggested notification intervals for the changes to performance measurements are:

Type of Change	**Minimum Notice Interval**
New Measurement	30 days prior to implementation via implementation schedule posted on the PM website.
Changed Business Rules	30 days prior to implementation via implementation schedule posted on the PM website.
Changed Report Format (Electronic)	30 days prior to implementation via Accessible Letter.
Change Requiring Restatement of Previously Reported Results	As Soon as Identified (Ameritech is required to re-state data as soon as possible after the discovery of misstated results) – via web page notification. This notification will include a short description of the reason and areas modified.